Norstar-PLUS
Compact ICS 2.0
System Coordinator
Guide

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Getting started with Norstar

Your Norstar digital key system has many powerful features that can be customized to keep up with changes in your workplace.

Using this guide

The person who is responsible for adding or moving telephones or making changes to the system is called the system coordinator. This guide is designed to give the system coordinator all the information he or she needs to carry out these kinds of jobs.

The first section contains step-by-step instructions on changing the time and date, deciding how many rings it takes before a call is forwarded and other day-to-day programming. Once you understand these basic steps, you can move on to the many other features described in the second section of the guide, and only refer to the first section from time to time.

You can look at the contents page for an overview of the features that are available, or check the index for a specific feature or display you see on your telephone.

Understanding programming

When your system is installed, your installer or customer service representative programs it to work with your telephone lines, with your private network, if you have one, and with optional equipment. They also customize the system for your office. All programming is recorded in the Norstar *Programming Record*.

You may wish to further customize your system. For example, you can change how some features work, or adapt the system to changes in your office. Programming lets you change settings that probably need to be updated regularly because of staff turnover or new business contacts. You can also assign features and program buttons on individual telephones.

There are four ways to customize and maintain your Norstar system:

Initial programming is done for you by your installer or customer service representative. It deals mostly with how the system interacts with lines, telephones, and other equipment.

Your programming as a system coordinator changes how features work for the system, as needed. It requires a system coordinator password.

A basic programming password is also available to allow individuals other than the system coordinator to make changes without giving access to sensitive programming capabilities.

Personal programming is available to anyone through the Feature button on their Norstar telephone. It allows individuals to change how their telephone works to suit themselves.

Before you start

Before you start, plan what changes you want to make. Record the changes in the *Programming Record* so you will have the information at hand. For example, if you are going to program system speed dial numbers, fill out the page in the *Programming Record* so you will have all the numbers and codes handy once you start programming.

What you'll need to do programming

Programming is done using a telephone that can show two lines of information on its display. Examples of telephones with two-line displays are shown on the next page.

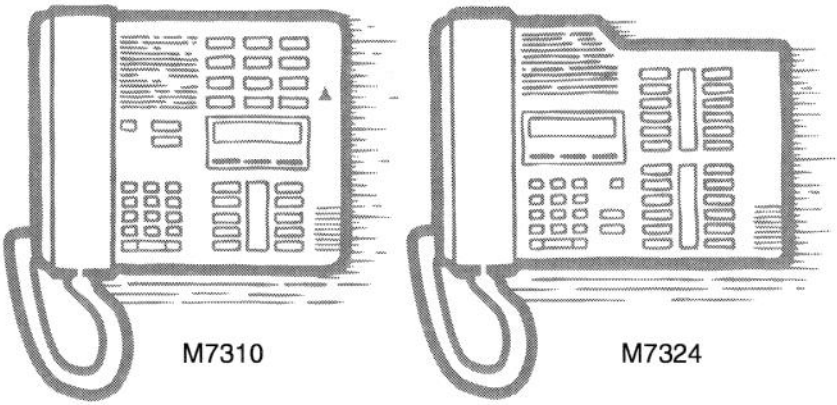
You will also need a programming overlay to show which buttons to press when you are doing programming. The programming overlay is found at the front of this guide.

When you use a telephone for programming, it is taken out of service. This means it is unable to receive or make calls, and the call forward

features do not work. Do not use the main reception telephone for programming because you may lose incoming calls.

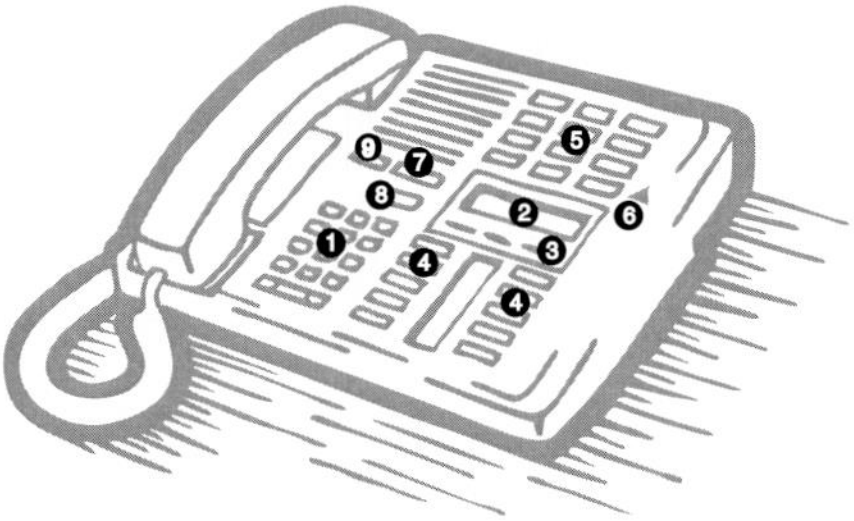
Using Buttons

The two-line telephone you use for everyday calling is also used for changes and maintenance. Examples of telephones with two-line displays are shown in the illustration.



M7310 M7324

The next illustration numbers the buttons that are used for both day-to-day communication and programming on the M7310.



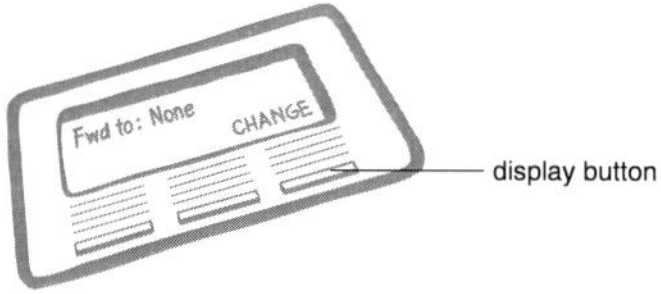
❶ Dial pad	Used for dialing numbers when you are making calls. It's also used for entering numbers and letters when you're programming.
❷ Display	Shows instructions for everyday calling as well as for programming.
❸ Display buttons	Have a variety of uses. The current use is shown on the display above each button.
❹ Memory button	Dials a number or feature code stored on the button.
❺ Dual memory button	Can store two numbers or feature codes (used with the shift button).
❻ Shift button	Press the shift button before a dual memory button to activate the second number or feature code stored on a dual memory button.
❼ Feature button	Allows you to enter a feature code while using or programming the telephone.
❽ Hold button	Puts an active call on hold.
❾ Release button	Hangs up an active call or ends programming.

The M7324 is different from the M7310 in two ways: it does not have dual memory buttons (item 5) or a shift button (item 6).

Using the buttons under the display

The three display buttons are used both for telephone features and programming, but what each button does depends on what the display shows. Some display instructions that you may see when making changes on the system are OK, CHANGE or COPY. In this guide, display button instructions are underlined.

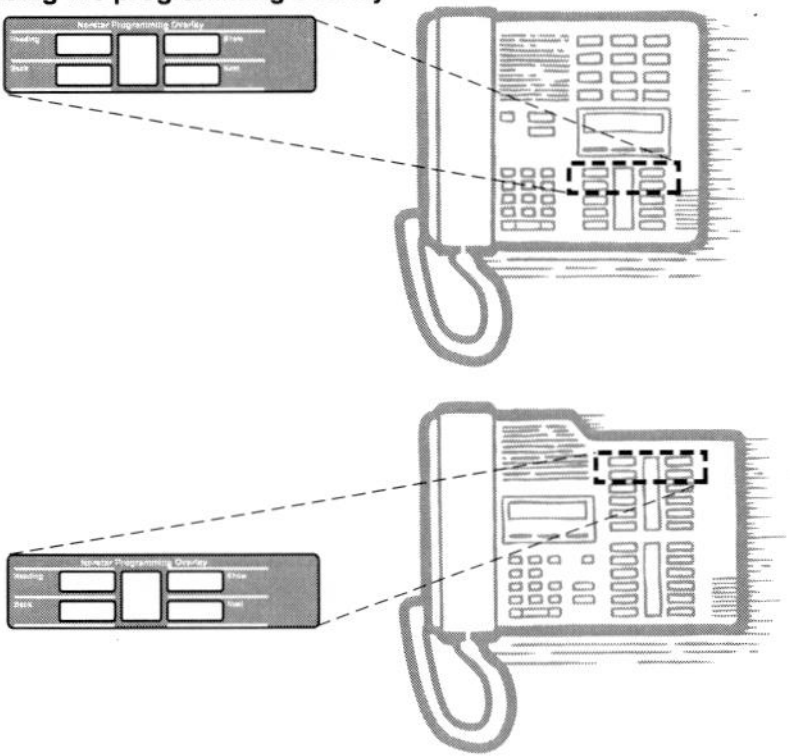
Display buttons



The programming overlay

When you begin programming, a group of buttons on the telephone become the buttons for moving through programming headings and settings. The programming overlay is a paper cutout (found at the front of this guide) that shows the directions the four buttons will take you when programming.

Placing the programming overlay



Shows you the heading for the current level

Moves you one item back at the current level

Shows you the first setting within the level

Moves you one item forward at the current level

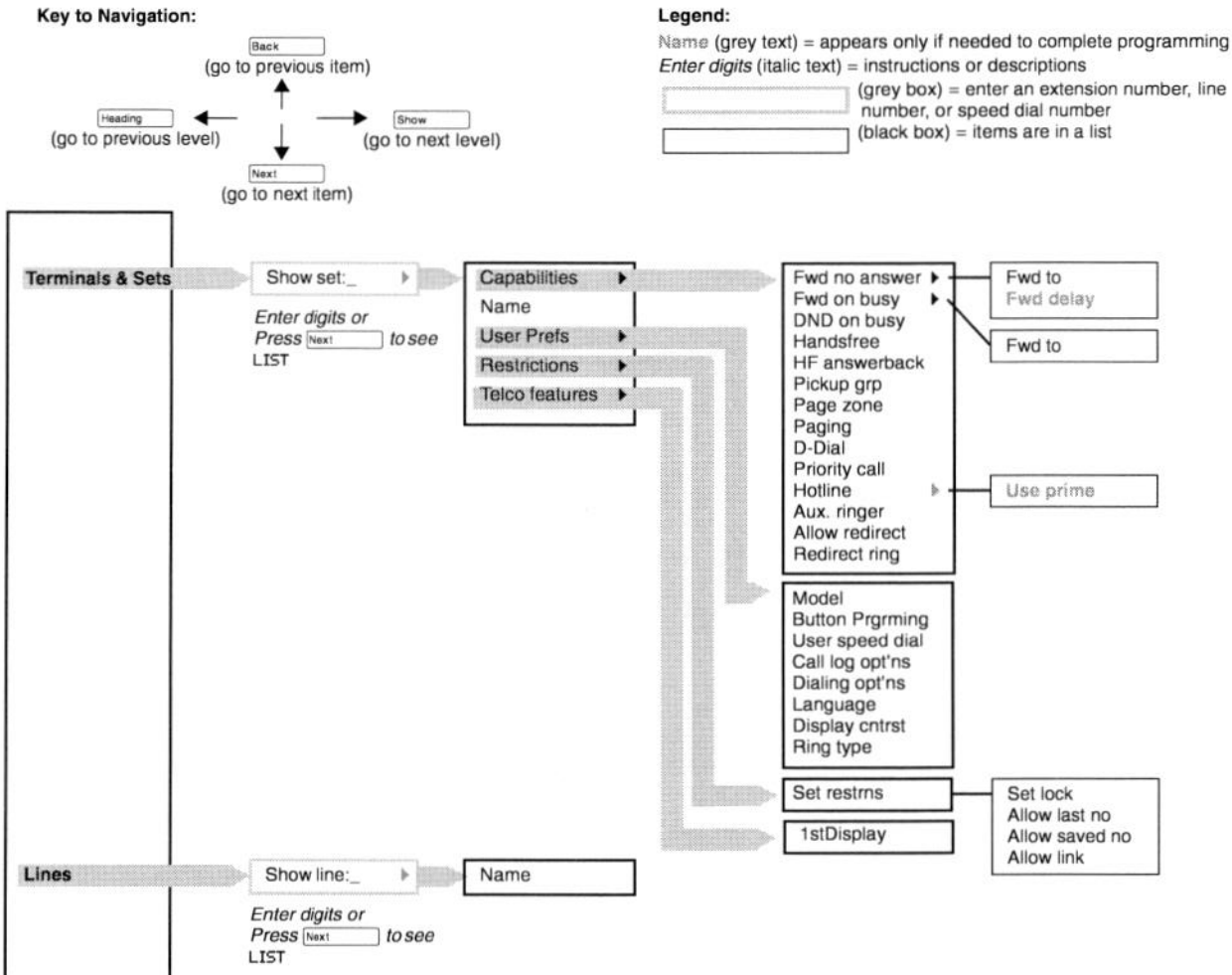
Programming buttons are active or inactive at different stages of programming. A button is active (meaning you can use that option), when the indicator next to it is lit (◀ or ▶).

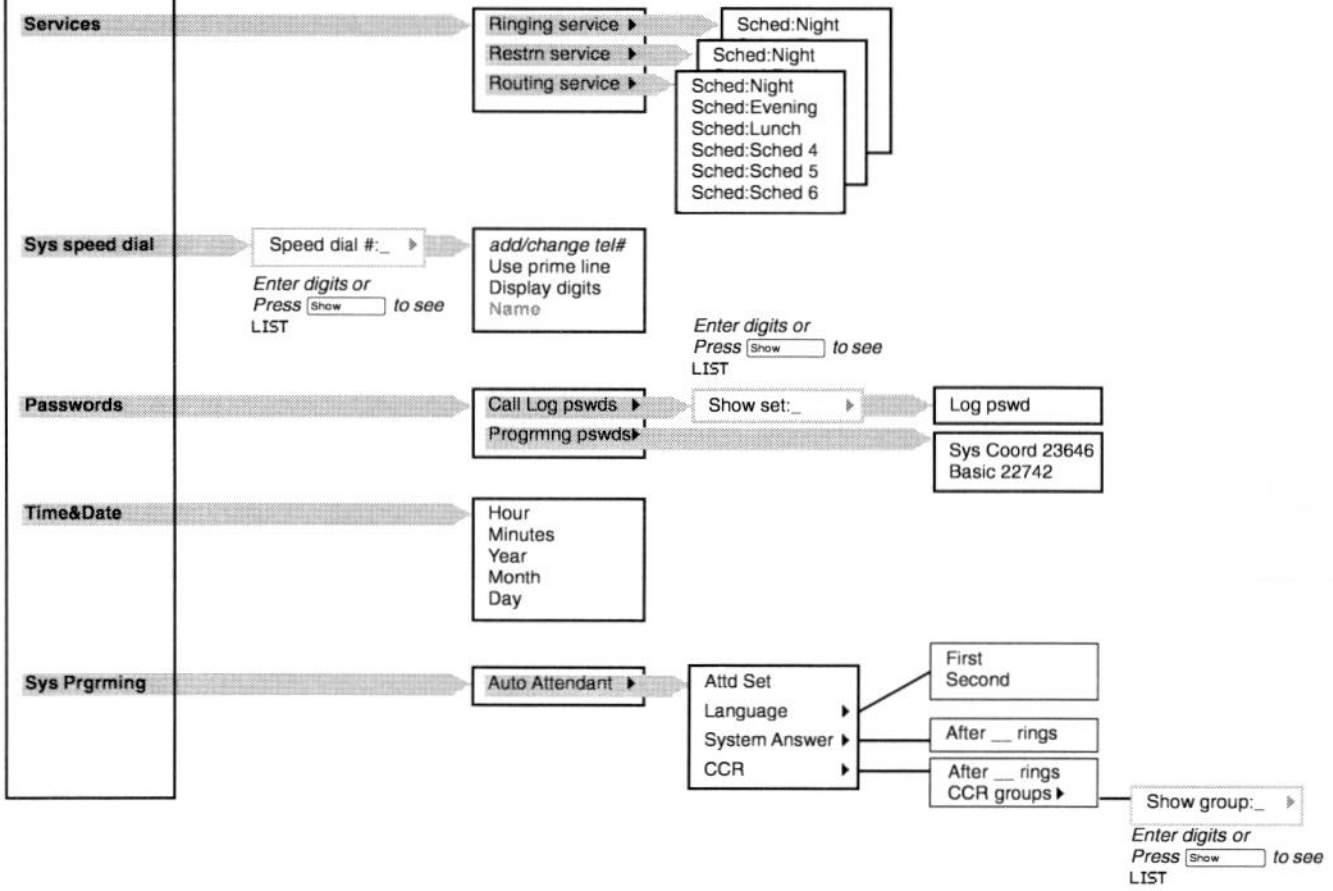
A map for working in programming

The programming maps on the following two pages show the headings you'll see when you move through the display menu after pressing [Feature] [*] [*] [C] [O] [N] [F] [I] [G] and entering the password (the default password is [A] [D] [M] [I] [N] or [2] [3] [6] [4] [6]). Also, the maps show you the choices under each menu heading.

A Basic password can be used with a limited number of feature codes, including [*] [*] [T] [I] [M] [E] and the codes for turning call services on and off. For more information, see "Using passwords" on page 142.

Terminals&Sets	Terminals and sets - Customize the many features used by telephones. You can change where a call is forwarded, give a telephone a name, or allow certain features to be used at a telephone. You can also change the button programming on any telephone on the system.
Lines	Lines - Program names for each line.
Services	Services - Turn services on or off. These are Ringing service, (often called night service) that allows additional telephones to ring, Restriction service that blocks certain kinds of calls and Routing Service that decides what lines a call will use.
Sys speed dial	System speed dial - Program up to 70 different telephone numbers so that people in your office can dial them with a two-digit code.
Passwords	Passwords - Change the password you use for programming, or erase a Call log password.
Time & Date	Time and date - Change the time, date, or both.
System prgrming	System programming - Change the settings for the System Answer that handles the overflow when the attendant set is busy, and Custom Call Routing (CCR) that gives a caller a choice of where to direct their call.


Key to Navigation:
Back
(go to previous item)
Heading
(go to previous level)
Show
(go to next level)
Next
(go to next item)
Legend:
Name (grey text) = appears only if needed to complete programming
Enter digits (italic text) = instructions or descriptions
(grey box) = enter an extension number, line number, or speed dial number
(black box) = items are in a list
Terminals & Sets
Show set:_
Enter digits or Press Next to see LIST
Capabilities
Name
User Prefs
Restrictions
Telco features
Fwd no answer
Fwd on busy
DND on busy
Handsfree
HF answerback
Pickup grp
Page zone
Paging
D-Dial
Priority call
Hotline
Aux. ringer
Allow redirect
Redirect ring
Fwd to
Fwd delay
Fwd to
Use prime
Model
Button Prgrming
User speed dial
Call log opt'ns
Dialing opt'ns
Language
Display cntrst
Ring type
Set restrns
1stDisplay
Set lock
Allow last no
Allow saved no
Allow link
Lines
Show line:_
Enter digits or Press Next to see LIST
Name


Services
Ringing service
Restrn service
Routing service
Sched:Night
Sched:Night
Sched:Night
Sched:Evening
Sched:Lunch
Sched:Sched 4
Sched:Sched 5
Sched:Sched 6
Sys speed dial
Speed dial #:_
Enter digits or
Press Show to see
LIST
add/change tel#
Use prime line
Display digits
Name
Enter digits or
Press Show to see
LIST
Passwords
Call Log pswds
Progrmng pswds
Show set:_
Log pswd
Sys Coord 23646
Basic 22742
Time&Date
Hour
Minutes
Year
Month
Day
Sys Prgrming
Auto Attendant
Attd Set
Language
System Answer
CCR
First
Second
After __ rings
After __ rings
CCR groups
Show group:_
Enter digits or
Press Show to see
LIST

Starting and ending a session

As system coordinator the first steps in making any change to the Norstar system are always the same.

Jan 1 12:00pm	Press Feature.
Feature:	Press * * C O N F I G.

It's the same as pressing * * 2 6 6 3 4 4.

Password: RETRY	Press A D M I N (2 3 6 4 6). Press RETRY to re-enter the password if it is entered wrong.
Terminals&Sets	The display shows the first of the seven headings available for administration programming.

A D M I N is the password, unless the password has been changed. Check the *Programming Record* for the most recent password.

Ending a session

Display digits:Y CHANGE	Press Rls to end the session.
End of session	After a few seconds, the time and date will reappear on the display.

The system goes ahead with any changes you make to programming as soon as you move away from a setting, either by using the navigation buttons or Rls.

You can see if the changes you have made to telephone programming have taken effect by pressing UPDATE display key. The display will show you how many telephones have not been updated yet.

Press DNs to see the specific extensions where programming changes have not taken effect yet. Items will disappear from the list as they are updated.

Record any changes you make in the *Programming Record*. If there is a problem with the system, the installer needs to see a history of the changes you have made. Also remember to inform people in your office of any changes you have made that affect them. For example, you may change system speed dial codes or change the number of rings before an unanswered telephone is forwarded.

Frequently used programming operations

The following sections highlight the most frequently used programming operations. To consult these or other programming operations, see either the Table of Contents or the Index.

Changing the time and date on the display

Jan 1 12:00PM	Press Feature.
Feature:	Press * * 8 4 6 3 (which is the same as * * T I M E).
Password: RETRY	Press 2 2 7 4 2 (B A S I C) or 2 3 6 4 6 (A D M I N)

The passwords can be changed. See "Using passwords" on page 142 for more information.

In this example, you are changing the time to 1:30 p.m.

Hour:01 NEXT CHANGE	Press CHANGE.
Hour:_ CANCL	Press the dial pad buttons to enter the hour. Use two digits for all hours. The clock on the display will show either one or two digits.
AM OK CHANGE	The display will prompt you to choose a.m. or p.m. Press CHANGE and OK to select p.m.
Hour:01 NEXT CHANGE	Press NEXT.
Minutes: 00 NEXT CHANGE	Press CHANGE.
Minutes: __ CANCL	Press the dial pad buttons to enter the minutes.

If you are only changing the time and not the date, press Rls to end your session.

In this example, you are changing the date to July 15, 1998.

Minutes: 30 NEXT CHANGE	Press NEXT.
Year:97 NEXT CHANGE	Press CHANGE.
Year:__ CANCL	Press the dial pad buttons to enter the year.
Year:98 NEXT CHANGE	Press NEXT.
Month:01 NEXT CHANGE	Press CHANGE.
Month:__ CANCL	Press the dial pad buttons to enter the month.

Use numbers for the months: 01 is January; 12 is December.

Month:07 NEXT CHANGE	Press NEXT.
Day:01 NEXT CHANGE	Press CHANGE.
Day:__ CANCL	Press the dial pad buttons to enter the day.
Day:15 CANCL	Press [Rls] to end your session.
End of session	

The clock also controls the schedules used for services such as ringing and routing services.

After a power failure, the clock will be behind by the length of time power was lost. For example, if the power is out for two minutes, the clock will be two minutes behind.

Your Norstar system can change automatically between North American daylight saving and standard time. This option is set by your customer service representative or installer and can be changed by contacting them.

Adding or changing a system speed dial

You program a speed dial on your Norstar so that anyone in your office can dial a frequently used number using a two-digit code.

To change a speed dial that already exists, follow the same steps. The new programming will overwrite the previous number and settings.

Begin the programming session

Jan 1 12:00pm	Press [Feature].
Feature:	Press [*] [*] [2] [6] [6] [3] [4] [4].
Password: RETRY	Press [2] [3] [6] [4] [6].

Choose a speed dial code

Terminals&Sets▶	Press [Next] three times.
Sys Speed Dial▶	Press [Show].
Speed dial #:_	Press [0] [1].

You can pick any system speed dial code between 01 and 70.

Speed dial #:01▶	Press [Show].

Add or change the telephone number

01:No number CHANGE	Press CHANGE.
01:_ CANCL OK	Use the dial pad to program the telephone number that you want to add. The telephone number can be up to 24 digits long.
01:nnnnnnnn_ CANCL BKSP OK	Your display shows the telephone number, and not n's as shown here. Press OK.

Select a line for the speed dial code

`01:nnnnnnnn` `CLR CHANGE`	Press Next.
`Use prime line` `CHANGE`	Press CHANGE to see your options: `Use prime line`, a specific line (for example `Use line: 01`), a line pool (for example `Pool code:71`), or `Use routing tbl`.

Stop pressing CHANGE when the display shows the prime line again.

`Use prime line` `CHANGE`	In this example, the system selects the prime line automatically (the most common choice), to dial speed dial code 01.

If you assign a specific line to a system speed dial number, only telephones with an appearance of that line can use the speed dial number.

Choose what shows up on the display

`Use prime line` `CHANGE`	Press Next.
`Display digits:Y` `CHANGE`	Your choices are Yes and No. Yes means the display will show the telephone number. Press CHANGE.
`Display digits:N` `CHANGE`	No means the display will show a name for the code.

Program a name for a speed dial

The system has a standard name to display, so it is not necessary for you to program one. However, if you have chosen not to display the telephone number, you may want a specific name.

`Display digits:N` `CHANGE`	Press Next.
`Name:Sys Spd Di...` `CHANGE`	Press Show.
`...al 01 ...` `CHANGE`	This is the name the display will show if you don't change it. Press CHANGE.
`Name:_` `-->`	Decide the name you want to give to the speed dial code.

Press the telephone's numeric dial pad button that has the first letter of the name until the display shows the letter you want.

```
Name:S
      BKSP   -->
```

Press -->.

```
Name:S_
<--   BKSP   -->
```

Use the dial pad and --> until you have the entire name.

The name can be up to 16 characters long, including spaces.
Press # on the numeric dial pad to add spaces.

```
me:SAVINGS BANK
<--   BKSP   -->
```

Press [Next].

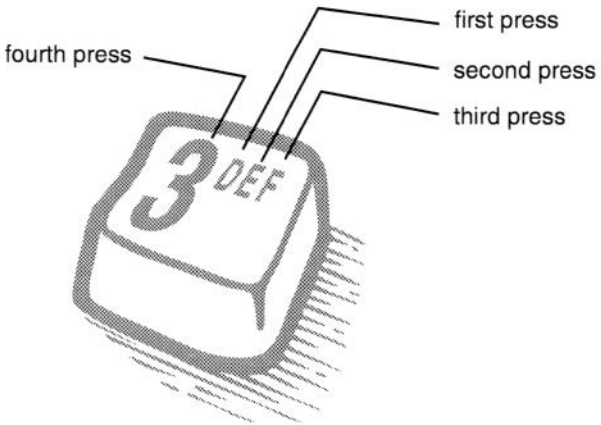
```
Name:SAVINGS BA_
CLR        CHANGE
```

Press [Rls] to end your session.

Or you can press [Heading] twice to begin programming another speed dial number.

```
End of session
```

Entering letters and numbers using the dial pad



Changing the name of a telephone

Begin the programming session

Jan 1 12:00pm	Press [Feature].
Feature:	Press [*] [*] [2] [6] [6] [3] [4] [4].
Password: RETRY	Press [2] [3] [6] [4] [6].

Change the name of a telephone

Terminals&Sets▶	Press [Show].
Show set:__ LIST	Enter the internal number (intercom number) of the telephone extension. In this example, it's 21.

If the set has already been given a name, it will appear after DN: on the display.

21:21▶	Press [Show] then [Next].
Name:21 CHANGE	This is the name the display will show if you don't change it. Press CHANGE.

Decide what name you want to give to the telephone number.

Name:_ -->	Press the telephone's numeric dial pad button that has the first letter of the name until the display shows the letter you want.
Name:J <-- BKSP -->	Press -->.
Name:J_ <-- BKSP -->	Use the dial pad and --> until you have the entire name.
Name:JEAN B <-- BKSP -->	Press [Next] to use the name you have entered.

The name can be up to 7 characters long, including spaces.

Name:JEAN B CHANGE	Press [Rls] to end your session.

You can also press [Heading] once to continue programming this telephone, or press [Heading] twice to return to the Terminals and Sets heading.

```
End of session
```

Changing the name of a line

Begin the programming session

`Jan 1 12:00PM`	Press Feature.
`Feature:`	Press * * 2 6 6 3 4 4.
`Password:` `RETRY`	Press 2 3 6 4 6.

Change the name of a line

`Terminals&Sets▸`	Press Next.
`Lines▸`	Press Show.
`Show line:___`	Enter the three-digit number of the line you want to name. In this example, it's line 002.

This is the name the display will show if you don't change it.

`Line002:Line002▸`	Press Show.
`Name:Line002` `CHANGE`	Press CHANGE.

Decide what name you want to give to the line.

`Name:_` `-->`	Press the telephone's numeric dial pad button that has the first letter of the name until the display shows the letter you want.
`Name:L` `BKSP -->`	Press -->.
`Name:L_` `<-- BKSP -->`	Use the dial pad and --> until you have the entire name.

The name can be up to 7 characters long, including spaces.

`Name:LOCAL` `<-- BKSP -->`	Press Next to use the name you have entered.

```
Name:LOCAL
CLR          CHANGE
```

Press [Rls] to end your session.

You can also press [Heading] once to continue programming this line, or press [Heading] twice to return to the Lines heading.

```
End of session
```

Making changes to Call Forward No Answer

Begin the programming session

`Jan 1 12:00PM`	Press [Feature].
`Feature:`	Press [*] [*] [2] [6] [6] [3] [4] [4].
`Password: RETRY`	Press [2] [3] [6] [4] [6].

Change where a call goes when there is no answer

`Terminals&Sets▸`	Press [Show].
`Show set:__ LIST`	Enter the internal number (intercom number) of the telephone extension. In this example, it's 25.

If the set has been given a name, it will appear on the display.

`25:25▸`	Press [Show].
`Capabilities▸`	Press [Show].
`Fwd no answer▸`	Press [Show].
`Fwd to:None CHANGE`	Press CHANGE and enter the internal number where you want the calls to be sent. In this example, it's 21.
`Fwd to:21 CLR CHANGE`	

You can press CLR to change the destination back to None.

Change the number of times the telephone will ring before it is forwarded

`Fwd to:21 CLR CHANGE`	Press [Next].

```
Forward delay:4
          CHANGE
```

Use the CHANGE button to choose the number of times the telephone will ring before it is forwarded.

Your choices are 2, 3, 4, 6 and 10 rings.

```
Forward delay:3
          CHANGE
```

Press [Rls] to end your session.

You can also press [Heading] and [Next] to continue programming capabilities for this telephone, or press [Heading] four times to return to the Terminals and Sets heading.

```
End of session
```

Making changes to Call Forward on Busy

Begin the programming session

`01 Jan 12:00pm`	Press [Feature].
`Feature:`	Press [*] [*] [2] [6] [6] [3] [4] [4].
`Password:` `RETRY`	Press [2] [3] [6] [4] [6].

Change where a call goes when a telephone is busy

`Terminals&Sets▸`	Press [Show].
`Show set:__` `LIST`	Enter the internal number (intercom number) of the telephone extension. In this example, it's 25.

If the set has been given a name, it will appear on the display.

`25:25▸`	Press [Show].
`Capabilities▸`	Press [Show].
`Fwd no answer▸`	Press [Next].
`Fwd on busy…`	Press [Show].
`Fwd to:None…` `CHANGE`	Press CHANGE and enter the internal number where you want the calls to be sent. In this example, it's 21.

You can press CLR to change the destination back to None.

`Fwd to:21` `CLR CHANGE`	Press [Rls] to end your session.

You can also press [Next] to continue programming capabilities for this telephone, or press [Heading] three times to return to the Terminals and Sets heading.

`End of session`

Change the Do Not Disturb on Busy feature

When you are on a call and a second call comes in, your telephone rings softly to alert you to the second call. You can turn this feature on or off for each telephone.

Begin the programming session

Jan 1 12:00pm	Press [Feature].
Feature:	Press [*] [*] [2] [6] [6] [3] [4] [4].
Password: RETRY	Press [2] [3] [6] [4] [6].

Change Do Not Disturb on Busy

Terminals&Sets▸	Press [Show].
Show set:__ LIST	Enter the internal number (intercom number) of the telephone extension. In this example, it's 25.

If the set has been given a name, it will appear on the display.

25:25▸	Press [Show].
Capabilities▸	Press [Show].
Fwd no answer▸	Press [Next] twice.
DND on Busy:N CHANGE	Press CHANGE to turn the feature on.
DND on Busy:Y CHANGE	A second press will turn it off again. Press [Rls] to end your session.

You can also press [Next] to continue programming capabilities for this telephone, or press [Heading] three times to return to the Terminals and Sets heading.

End of session

For more information on Call Forward and similar settings, see "Forwarding your calls to another Norstar telephone" on page 83.

What would you like to do next?

Some of the most common programming tasks are listed below. For a comprehensive list of settings and instructions, see either the Table of Contents or the Index.

Redirect calls coming in on a line.	See "Turning on Line Redirection" on page 86.
Allow individuals to answer calls that are ringing at another telephone.	See "Picking up a call ringing at another telephone" on page 33.
Assign telephones to different zones for paging.	See "Paging" on page 91.
Turn the night service on and off.	See "Making additional telephones ring" on page 137.
Use a basic password so others can take care of programming such as, changing user speed dials, changing names and the time and date, and activating Auto Attendant features.	See "Using passwords" on page 142.

Answering calls

Answering an incoming call

There are three indications of an incoming call: ringing, a line button flashing, and a message on the display. You will not necessarily receive all three indications for any particular call. For example, you may have a line that has been set up not to ring at your telephone. If so, you will see only a flashing line button. There are many possible combinations, depending on how your system is set up. See "Choosing a line using a line button" on page 48 for more information on the use of lines.

If you receive a priority call and your telephone has no free internal line buttons, you cannot transfer the priority call, you must accept or release it.

Line buttons

One line button for each line is assigned to your telephone. Press the line button to select the line you want to answer or use to make a call. Having several line buttons allows you immediate access to more than one line.

The M7100 telephone has two intercom paths which are used instead of line buttons to answer and make calls. Each M7100 can be assigned two lines. You can press [Hold] to switch between two calls, one active and one on hold.

Incoming line group buttons

You have one incoming line group button for each incoming line group assigned to your telephone. You use an incoming line group button just like line button to answer calls, but you cannot use it to make a call.

M7100 telephones do not have incoming line group buttons.

What line indicators mean

▶ Flashing on and off for equal lengths of time	There is an incoming call on the line.
▶ Flashing on and off more quickly	You have placed a call on hold.
▶ Flashing on for longer than off	Someone else has put a call on hold on that line.
▶ On, not flashing	You are connected to the call on that line or the line is in use elsewhere.
Off	The line is free.

Rings you may hear

A double beep every ten seconds	A call has been camped to your telephone.
A long single ring	There is an external call on the line for you.
A shorter double ring	There is an internal call on the line for you or a call is being transferred to you.
A brief single ring	A call is being redirected on one of your redirected lines. You cannot answer this call.
Three beeps descending in tone	You are receiving a priority call.

Answering calls at a prime telephone

Each line in a Norstar system can be assigned a prime telephone. Calls not answered at their normal destinations are transferred to the prime telephone. The prime telephone is usually the attendant's telephone. The installer or customer service representative programs a prime telephone for a line.

Displays

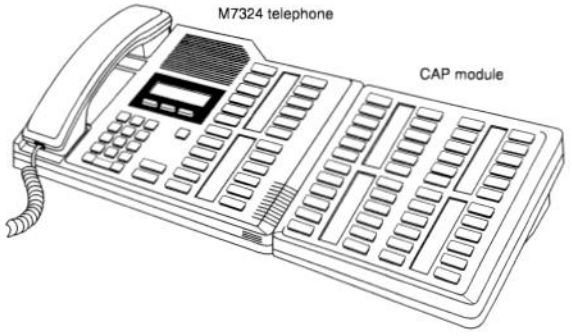
`DND from 21`	The person at telephone 21 has forwarded a call to you using Do Not Disturb.
`DND transfer`	The system has transferred a call to you from a telephone with Do Not Disturb turned on.
`DRT Line001`	Nobody answered this call so the system transferred it to you.

`Line001 callback` `CALLBACK`	Someone has camped, parked or transferred a call on line 001, but no one has answered it. Press CALLBACK or the line button to connect to the call.
`Line001 to Prime`	There is no telephone that can receive a call on line 001 so the system has transferred it to you.
`Line002>Line052`	The call coming in on line 002 was intended for target line 052. Line 052 is busy so the call has come to you.

For other displays, see "Common feature displays" on page 167.

Using a central answering position (CAP) module

A central answering position (CAP) is a Norstar M7324 telephone and a CAP module that your installer or customer service representative programmed as a CAP. It is best if the CAP is also the prime telephone and direct-dial telephone for the lines and telephones it serves.



A CAP module is an add-on device that provides 48 extra memory or line buttons. You can connect one Norstar CAP module to the telephone to increase the number of lines it can handle.

When a CAP module is first plugged into your telephone, some of the module buttons will already be programmed to dial an internal number.

Customizing your CAP module

If your installer has programmed the CAP module to be the central answering position for your system, you can move external lines onto the CAP module by using Feature * 8 1. See "Moving line buttons" on page 110.

Any of the buttons on your CAP module that do not select lines can be programmed to dial internal or external numbers automatically. You can also program features onto CAP module buttons. See "Time savers for making calls" on page 67 and "Customizing your telephone" on page 107 for information on programming memory buttons.

Buttons on a CAP module cannot be assigned as incoming line group or answer buttons.

Monitoring telephones with the CAP module

The indicators ▸ beside internal autodial buttons on your CAP module show the status of Norstar telephones.

The indicator is on when the telephone has:

- an active call
- Do Not Disturb turned on

The indicator is off when a telephone has:

- no active call
- a call on hold and no other active call

Tip - *You can send up to 30 messages from a CAP.*

Release button

Pressing [Rls] ends a call. You do not have to put the receiver down. [Rls] also ends feature programming.

While you are on a call, do not press [Rls] to end a feature you are using. If you do, you will disconnect the call. Use [Feature] instead.

Hearing aid compatibility

The receivers on all Norstar telephones are compatible with hearing aids as defined in the FCC rules, Part 68, section 68.316. Not all hearing aids are optimized for use with a telephone.

Viewing information about a call on the display

If you subscribe to Call Display services from your local telephone company, one line of information about an external caller is displayed after you answer. Depending on the setting and the external information available, either the caller's name or telephone number is displayed.

When you transfer an external call to another Norstar user, this information is displayed on the recipient's telephone.

Call Display information becomes available between the first and second ring of an incoming call. If you answer before the Call Display information is available on your display, and you press [Feature] [8] [1] [1], you will only see the line number or line name.

To use logging features with Call Display, see "Using Call Log" on page 99.

Using Call Information for a particular call

[Feature] [8] [1] [1]

Call Information lets you see information about incoming calls. This information is more detailed than the Call Display information you can receive automatically. For external calls, you can display the caller's name, telephone number, and the line name. For an internal call, you can display the caller's name and their internal number. You can see information for ringing, answered, or held calls.

Call Information is available for calls even if they have been transferred, forwarded or rerouted in some way.

Names and numbers for external calls are displayed only if you have subscribed to Call Display services from your telephone company.

Tip - *Call Log displays the same information as Call Information, along with the date and time of the call, and the number of times the caller called.*

Displaying Call Information before or after answering

To find out who is calling or to display information about your current call:

- Press [Feature] [8] [1] [1].
- Press [#] or VIEW to display more information about an external call.

Call Display information becomes available between the first and second ring of an incoming call. If you answer before the Call Display information is available on your display, and you press [Feature] [8] [1] [1], you will only see the line number or line name.

Displaying Call Information for a call on hold

- Press [Feature] [8] [1] [1]. The display reads ▸Select a call.
- Select the line on hold. Information about the call is displayed.
- Press [#] or VIEW to display more information about an external call,

Tip - *If your telephone automatically displays Call Display information for a call, you still need to press* [Feature] [8] [1] [1] *before you can press* [#] *or* VIEW *to display more information about the call.*

Making Call Display information appear automatically at a telephone

Each telephone that rings for an external line can display Call Display information for that line. After the call is answered, Call Display information is always shown at the telephone that answered the call. Your installer or customer service representative can program telephones to have automatic Call Display.

Changing what information is shown first about a call

Depending on the services you subscribe to, Call Display information may contain up to three parts: the name of the caller, the number of the caller, or the name of the line in your Norstar system that the call is on. For each telephone, you can determine which information is displayed first.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] and enter the internal number of the telephone you wish to program.
4. Press [Show].
5. Press [Next] four times.
6. Press [Show].
7. Choose a setting at `1stDisplay:` using the CHANGE button. The choices are `Name`, `Numbr` or `Line`.

You may see `Unknown name` or `Unknown number` on the display if the information is not available from your telephone company. You may see `Private name` or `Private number` on the display if the caller blocks that information.

Picking up a call ringing at another telephone

You can pick up a call ringing at another telephone using Directed Pickup or Group Pickup.

Answering any ringing telephone using Directed Pickup

Feature 7 6

You can answer any telephone that is ringing in your Norstar system.

- Press Feature 7 6.
- Enter the internal number of the ringing telephone.

Call Pickup cannot be used to answer private lines.

To use Call Pickup (Directed Pickup), the telephone must be ringing. If, for example, the auxiliary ringer is ringing, but the call is not ringing at a telephone, the call cannot be answered using Directed Pickup. It must be answered normally at a telephone that has a flashing indicator for the call, or by using Trunk Answer. You can also answer a call that is ringing because someone has transferred the call to a telephone and the call is ringing on an intercom button.

Tip - *Directed pickup can also retrieve calls that are ringing on an Answer DN. While you may enter the internal number of the telephone you hear ringing, it may be calls from another telephone you are answering.*

Answering a ringing telephone using Group Pickup

Feature 7 5

Your Norstar system can be divided into four pickup groups. If you are a member of a pickup group, you can pick up a call that is ringing at any telephone in your pickup group.

- Press Feature 7 5.

Group Pickup cannot be used to retrieve a camped call.

If there is more than one incoming call at a telephone in a pickup group, a call ringing on an external line is answered first followed by calls on the prime line and, finally, calls on internal lines.

Changing a telephone's pickup group

Telephones can be put into and taken out of pickup groups.

You will need the programming template found at the front of this guide. See Getting started with Norstar for more information.

1. Press Feature * * 2 6 6 3 4 4.
2. Press 2 3 6 4 6 (the default System Coordinator password).
3. Press Show and enter the internal number of the telephone you wish to program.
4. Press Show twice.
5. Press Next five times.
6. Press CHANGE at `Pickup Grp:` to assign the telephone to pickup group 1, 2, 3, or 4, or to `None`.

Displays

`Already joined`	You are already connected to the telephone that made the call you are trying to pick up. This can happen if you are on a call to a co-worker, your co-worker dials the number of a telephone in your pickup group, and you attempt to pick up that call.
`Pickup denied`	There is no call that you can pick up or the call that was ringing has already been answered. You have tried to pick up a call on someone else's private line.
`Pickup:`	Enter the internal number of the telephone that is ringing. (You may use an internal autodial button to do this.) If you decide not to answer a ringing call after you have activated Directed Pickup, press Feature.

Trunk Answer

Feature 8 0 0

The Trunk Answer feature lets you answer a ringing call anywhere in the system from any telephone in the system. The line you are

answering does not have to appear or ring at the telephone you are using.

Trunk Answer works only with calls that are ringing on lines for which a Ringing Service schedule is active and if Trunk Answer is enabled by your installer or customer service representative.

Answering a call using Trunk Answer

- Press [Feature] [8] [0] [0].

Tip - - *If there is more than one incoming call on lines in a Ringing Service, the Trunk Answer feature picks up the external call that has been ringing the longest.*

Displays

`Line denied`	You have tried to pick up a call on someone else's private line.
`Pickup denied`	The call that is ringing is on a line that is not in a Ringing Service.

Answer buttons

You can use an Answer button to monitor calls on another person's telephone. All calls to the monitored telephone appear on the Answer button. The calls can also be programmed to ring at the telephone with the Answer button. Answer buttons are useful for an attendant who monitors incoming calls for one or several other people.

You cannot make calls using Answer buttons.

If more than one call is ringing at someone's telephone, the first call appears on the attendant's Answer button. Any subsequent calls appear on intercom buttons, if they are available.

Tip - *More than one attendant may have an Answer button for a single telephone. This allows two or more attendants to handle calls for a busy person.*

Each telephone can handle calls for up to four other people using separate Answer buttons for each person.

Creating a Conference Call

Feature 3

You can talk to two people at once.

- Make sure you have two calls, one active and one on hold.
- Press Feature 3.
- Press the appropriate button to retrieve the held call (this is automatic on the M7100 telephone).

You can create a conference when you are on a call.

- Make a second call.
- Press Feature 3.
- Press the button where the first call is on hold to create a conference.

Only the person who established the conference can process the conference by using the procedures described in this section.

Tip - *You can also create a conference by releasing privacy on a call. See "Turning Privacy on or off for a call" on page 44.*

Disconnecting one party

You can disconnect one party from a conference and continue talking to the other.

On an M7208, M7310 or M7324 telephone:

- Press the line button of the call that you want to disconnect. The call that you want to keep is automatically put on hold.
- Press [Rls]. The call is disconnected.
- Press the line button of the held call to speak to the remaining person.

On an M7100 telephone:

- Press [Feature] [#] [3], to place one caller on hold. Press [Hold] again, to put the caller you want to keep on hold.
- Press [Rls]. The call is disconnected.
- Press [Hold] to speak to the remaining party.

Independently holding two calls

For all Norstar telephones except the M7100 telephone, you can put the two people in a conference call on hold independently so that they cannot talk to each other.

- Press the line button of one person. The other person is automatically put on hold.
- Press [Hold]. The second person is put on hold.

You can re-establish the conference.

- Take one call off hold.
- Press [Feature] [3].
- Take the other call off hold.

Putting a conference on hold

You can put a conference on hold, allowing the other two people to continue speaking to each other by pressing [Hold].

You can reconnect to the conference by pressing either of the held line buttons. For the M7100 telephone, press [Hold].

Splitting a conference

You can talk with one person while the other person is on hold.

On an M7208, M7310 or M7324 telephone:

- Press the line button of the person you want to speak to. The other person is automatically put on hold.

On an M7100 telephone:

- Press [Feature] [#] [3]. The first party is on hold.
- Press [Hold], if necessary, to switch parties.

You can re-establish the conference.

- Press [Feature] [3].
- Take the held call off hold. This is not necessary for the M7100 telephone.

Removing yourself from a conference [Feature] [7] [0]

You can remove yourself from a conference, and connect the other two callers through your Norstar system.

- Enter the Transfer feature code [Feature] [7] [0].

When you remove yourself from a conference using the Transfer feature, and both callers are from outside your system, one of the callers must have called you on a disconnect supervised line, or the call will be disconnected.

Displays

`3 parties only`	You are trying to add a fourth party to your conference call, or to join two conferences together. Release one call from the conference before adding another, or keep the two conferences separate.
`Conf. on hold`	You have put a conference call on hold.
`Conference busy`	You have tried to make a conference call, but your system is already handling its maximum of four conference calls.

`Line001 21` `TRANSFER`	You are on a conference with the two lines or telephones shown. You can drop out of the conference and leave the other two parties connected (Unsupervised Conference) by pressing TRANSFER or entering the Transfer feature code.
`Press held line`	You have activated the Conference feature with one call active and another on hold. Press the line of the call on hold to bring that person into the conference.

For other displays, see "Common feature displays" on page 167.

Listening to a call as a group

Feature 8 0 2

You can let people in your office listen in on a call using Group Listening.

- Press Feature 8 0 2.

You hear the caller's voice through your telephone's speaker. Continue to speak to the caller through the telephone receiver. Your telephone's microphone is off, so the caller will not hear people in your office.

Canceling Group Listening

Feature # 8 0 2

- Press Feature # 8 0 2.

Group Listening is also canceled automatically when you hang up.

Tip - *Keep the receiver away from the speaker, or you may hear feedback. The higher the volume, the more the feedback. Press* Rls *to prevent feedback when hanging up.*

Using Handsfree/Mute

The ability to use Handsfree has to be turned on or off for each telephone. The type of Handsfree can also be changed, see "Changing Handsfree for a telephone" on page 42.

You must also turn on Handsfree for a telephone to be able to use a headset.

Answering calls without lifting the receiver

- Press the line button for the ringing call. (This step is not necessary if you have a prime line assigned to your telephone.)
- Press [Handsfree Mute]. The telephone's internal microphone and speaker are automatically turned on.

Handsfree is not available for an M7100 telephone.

Tip - *Direct your voice toward the telephone. The closer you are to the telephone, the easier it is for the microphone to transmit your voice clearly to your listener.*

Making calls without lifting the receiver

- If you don't have a prime line assigned to your telephone, press a line button.
- Press [Handsfree Mute]. The telephone's internal microphone and speaker are automatically turned on.
- Dial your call.
- Speak normally.

Muting Handsfree

You can switch off the telephone microphone so that you can speak privately to someone in your office while you are on a handsfree call.

- Press [Handsfree Mute]. The microphone is turned off.

You can turn the microphone back on again and continue your handsfree call.

- Press [Handsfree Mute].

Changing a regular call to handsfree

- Press [Handsfree Mute] and hang up the receiver.

Changing a handsfree to a regular call

- Lift the receiver.

Using Handsfree

The indicator next to [Handsfree Mute] is solid when you have Handsfree turned on. It flashes when you mute the microphone.

Wait for your caller to finish speaking before you speak. The microphone and speaker cannot both be on at once. Your caller's voice may be cut off if you both speak at the same time. Noises such as a tapping pencil could be loud enough to turn on your microphone and cut off your caller's speech.

To prevent a possible echo, keep the area around your telephone free of paper and other objects that might screen your microphone. Turning down the microphone's volume (press [◄)] [(►] while speaking) also prevents echoes. When you change the volume level, both the microphone and speaker volume are adjusted to prevent feedback problems.

Place the telephone so that any unavoidable local noise (such as an air conditioner) is behind it. This limits the amount of disruptive background noise.

Tip - *In open-concept environments, use the receiver when handsfree communication is not necessary or when you need privacy during a call. Another option is to use a headset.*

Changing Handsfree for a telephone

You can program the type of Handsfree used with each telephone.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).

3. Press [Show] and enter the internal number of the telephone you wish to program.
4. Press [Show] twice.
5. Press [Next] three times.
6. Choose a setting at `Handsfree:` using the CHANGE button.

There are three ways to set Handsfree for an individual telephone:

`Handsfree:None` CHANGE	Handsfree is not available to the telephone.
`Handsfree:Auto` CHANGE	You can make or answer a call without having to pick up the receiver or press [Handsfree Mute]. The telephone's internal microphone and speaker turn on automatically when you press a line or intercom button to make or answer a call.
`Handsfree:Std` CHANGE	A standard version of Handsfree described "Using Handsfree/Mute" on page 40.

For other displays, see "Common feature displays" on page 167.

Both Auto and standard Handsfree allow you to use a headset with a Norstar telephone.

A Handsfree/Mute button is automatically assigned to a telephone that is programmed with Handsfree and is always located in the lower right-hand corner of the telephone.

Changing Handsfree Answerback for a telephone

Handsfree Answerback allows you to answer a voice call without lifting the receiver. It is always turned off for an M7100 telephone.

You can turn Handsfree Answerback on or off fora telephone that is programmed to use Handsfree.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].

2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] and enter the internal number of the telephone you wish to program.
4. Press [Show] twice.
5. Press [Next] four times.
6. Choose a setting (Yes or No) at HF answerback: using the CHANGE button.

Turning Privacy on or off for a call [Feature] [8] [3]

Lines in your system can be configured to have automatic privacy. If a line is not programmed with privacy, anyone with the line assigned to their telephone can join your call by pressing the line button. If a line is programmed with privacy, only one person at a time can use the line.

Privacy control cannot be used on internal or conference calls.

When another telephone joins a call, the participants on the call will hear a tone, and a message appears on the Norstar display. You cannot join a call without this tone being heard.

Creating a conference by releasing privacy

If a line is programmed with privacy, you can turn privacy off to allow another person with the same line to join in your conversation and form a conference. All the rules applicable to a conference apply except there is only one line in use, instead of the normal two. This means that you cannot split a conference set up using Privacy.

- Press [Feature] [8] [3].
- Tell the other person to press the line button and join your conversation.

Only two Norstar telephones in addition to the external caller can take part in this kind of conference.

Making a call private

If a line is programmed to not have privacy, you can turn privacy on for a call, preventing other people with the same line from joining your conversation.

- Press Feature 8 3.

Checking the length of a call using Call Duration Timer

Feature 7 7

By pressing Feature 7 7, you can see how long you spent

- on your last call, or
- how long you have been on your present call.

Displays

21 02:47	The display shows the last call you made, or the current call, and the total elapsed time in minutes and seconds.
Line001 01:45	You parked your last call. The display shows the length of time the call was parked. You cannot see the length of time a call was parked unless the call is active at your telephone or has just been released by your telephone.

Disconnecting by accident

If you accidentally drop the receiver back into the telephone cradle while answering a call, you can quickly retrieve the call.

- Pick up the receiver again or press Handsfree Mute within one second to be reconnected to your call.

Making calls

There are many ways to make a call. Depending on programming and the type of call, these are the ways to make a call:

- Pick up the receiver and dial. The Norstar system supports three methods of dialing. See "Changing how you dial your calls" on page 49.
- Pick up the receiver, press a line button, and dial (if the call is not on your prime line).
- Press [Handsfree Mute] and dial (to talk without using the receiver). See "Using Handsfree/Mute" on page 40.
- Press [Handsfree Mute], press a line button, and dial (to talk without the receiver and if the call is not on your prime line).
- Press a line button and dial (to talk without the receiver and if Automatic Handsfree is assigned to your telephone).
- Use one of the features that make dialing easier. See "Time savers for making calls" on page 67.

Displays

21 busy PRIORITY LATER	The telephone you have called has no internal lines available. Press LATER to use the Ring Again or Message features or press PRIORITY to make a priority call.
9_ QUIT BKSP	You are dialing using Pre-Dial. To erase an incorrect digit, press the left end of [◄ ►] or BKSP. When the number is complete, select a line or lift the receiver.
95551234 TRANSFER	This prompt remains on your display as long as you are on a call you have dialed. To transfer the call, press TRANSFER.
Already joined	Your telephone is already connected to the telephone you are trying to call. Check your active line buttons, and return to that call.

Calling 21 PRIORITY LATER	Wait for the telephone to be answered. If no one answers, press LATER to use the Ring Again (page 52) or Message (page 94) feature, or press PRIORITY to make a priority call.
Can't ring again	You cannot use Ring Again on your current call. You can only use Ring Again while you have a busy signal on an internal call or line pool request or while an internal call is ringing.
Do not disturb PRIORITY LATER	The telephone you are calling has Do Not Disturb turned on. Press LATER to use the Ring Again or Messages features, or press PRIORITY to make a priority call.
Expensive route	You have dialed a number, but the least expensive route that the system is programmed to use is busy. Unless you release the call, it will go through on a more expensive route.
Hidden number	The last number you dialed or the number you saved for Saved Number Redial was a speed dial number that displayed a name rather than the number. The number will be dialed correctly, but you cannot see it.
Line denied	You have attempted to use someone else's private line.
Line001 TRANSFER	Enter the digits of the number you want to dial.
No last number	You have not dialed an external telephone number since the last power interruption or system reset.
No line selected	Either you have no prime line or your prime line is busy. Select a line manually before dialing.
Not in service	You have entered the number of a telephone that is not in service.
On another call LATER	The telephone you have called is on another call. Press LATER to use the Ring Again or Message features.

Restricted call	The call you are trying to make has been restricted in programming. A possible reason is time-of-day restrictions on certain calls.
Ring Again? YES NO EXIT	Press YES to use Ring Again. Press NO to send a message. See "Sending messages using the display" on page 94 and "Turning on Ring Again" on page 52.
Select a line	Either you have no prime line, or the prime line is in use, or the line programmed for an autodial number, speed dial number, or Hotline is in use. Select a line and dial again.
Send message? YES NO	Press YES to send a message. See Messages.

For other displays, see "Common feature displays" on page 167.

Choosing a line using a line button

You have one line button for each line assigned to your telephone. Press the line button to select the line you want to answer or use to make a call. Having several line buttons allows you immediate access to more than one line.

The M7100 telephone has two intercom paths which are used instead of line buttons to answer and make calls. Each M7100 can be assigned two lines. You can press [Hold] to switch between two calls, one active and one on hold.

Line pools

A line pool is a group of external lines that can be shared by many telephones. You can use a line in a line pool to make an external call.

The Norstar Compact ICS can have three line pools, and a telephone can be programmed to access any number of them.

A line pool access code is a number you dial to get a line pool. The access code can be up to four digits long. You can have several different line pools for your system, each one giving you access to a different set of external lines. It is one way of sharing lines across telephones in a system.

Your installer or customer service representative programs the line pool access codes and gives each telephone access to a line pool.

Everyone in the office should have a list of the line pool access codes for the line pools their telephones can use.

Using a line pool to make a call

Feature 6 4

- Press Feature 6 4.
- Enter a line pool access code.

If you have a free internal line, you can make a call using a line pool without entering the feature code first.

- Select an internal line (intercom) and dial the line pool access code.

Tip - *If no lines are available in the line pool, you can use Ring Again at the busy tone. You will be notified when a line in the line pool becomes available. See "Using Ring Again" on page 52.*

Programming a memory button with a line pool feature code

When you program a button with the line pool feature code, you must enter a line pool access code after the feature code. The programmed line pool button accesses a specific line pool, not the line pool feature. See "Programming feature buttons" on page 108 for more information.

If you program a button with an indicator to access a line pool, when all the lines in a line pool are busy, the indicator for the line pool button turns on. The indicator turns off when a line becomes available.

Changing how you dial your calls

Feature * 8 2

- Press Feature * 8 2.
- Press # or NEXT until the dialing mode you want appears.

- Press [Hold] or OK to select the displayed dialing mode.

The dialing modes feature code cannot be programmed onto a memory button.

Using Standard Dial

Standard Dial lets you make a call by selecting a line and dialing the number. If you have a prime line, it is selected automatically when you lift the receiver or press [Handsfree Mute].

You cannot use Standard Dial on an M7100 telephone unless you pick up the receiver first. If you have an M7100 telephone, use the Automatic Dial or Pre-Dial feature for on-hook dialing.

Using Automatic Dial

Automatic Dial lets you dial a number without selecting a line. Your prime line is selected as soon as you start dialing a number.

Automatic Dial does not work if your telephone has no prime line or if your prime line is in use.

Telephones connected to an analog terminal adapter (ATA) cannot use Automatic Dial.

Using Pre-Dial

Pre-Dial lets you enter a telephone number, check it, then change it before actually making the call. The call is not dialed until you select a line or line pool, or pick up the receiver. You can pre-dial both external and internal numbers. You must, however, select the correct type of line (external or internal) for the type of number you have entered.

Tip - *If your telephone starts ringing while you are pre-dialing a number, you can stop the ringing by turning on Do Not Disturb ([Feature] [8] [5]). This does not affect numbers you are entering.*

You cannot pre-dial a telephone number if all the lines on your telephone are busy.

When the internal number you have called is busy

Priority Call

Feature 6 9

If you get a busy signal or a Do Not Disturb message when you call someone in your office, you can interrupt them. Use this feature for urgent calls only.

Making a priority call

- Press Feature 6 9.
- Wait for a connection, then speak.

A person who receives a priority call while on another call has eight seconds to accept or block the call. For information on blocking calls see "Stopping calls" on page 122. If the person does nothing, the priority call feature puts their active call, including conference parties, on Exclusive Hold and connects your call.

Giving a telephone the ability to make priority calls

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press Feature * * 2 6 6 3 4 4.
2. Press 2 3 6 4 6 (the default System Coordinator password).
3. Press Show and enter the internal number of the telephone you wish to program.
4. Press Show twice.
5. Press Next nine times. The display shows Priority call:.
6. Press CHANGE to choose Y (Yes) or N (No)

Displays

`Call blocked`	You tried to place a priority call to another Norstar telephone. The person you called has blocked your call. Try to call later.

`Please wait`	The party you are calling has eight seconds to decide whether to accept or reject your priority call.
`Priority denied`	The telephone you are calling has already received a priority call or is unable to receive priority calls.

You can make a priority call only while your telephone displays:

```
21 busy
PRIORITY   LATER

Calling 21
PRIORITY   LATER

Do not disturb
PRIORITY   LATER

On another call
PRIORITY   LATER
```

Using Ring Again

Feature 2

Use Ring Again when you call someone on your Norstar system and their telephone is busy or there is no answer. Ring Again can tell you when they hang up or next use their telephone. You can also use Ring Again to tell you when a busy line pool becomes available.

Turning on Ring Again

Feature 2

- Press Feature 2 before you hang up.

Using Ring Again cancels any previous Ring Again requests at your telephone.

Canceling Ring Again

Feature # 2

To cancel a Ring Again request:

- Press Feature # 2.

Displays

`Can't ring again`	You cannot use Ring Again on your current call. You can only use Ring Again while you have a busy signal on an internal call or line pool request, or while an internal call is ringing.
`Ring Again?` `YES NO EXIT`	Press YES to use Ring Again. Press NO if you prefer to send a message.

Auto Attendant

The built-in auto attendant automatically answers and directs incoming calls, which can reduce or eliminate the workload for the person who answers incoming calls for an office. The auto attendant carries out three tasks: System Answer, Custom Call Routing (CCR) and direct extension dialing.

Your installer or customer service representative enables the Auto Attendant for your Compact ICS, and programs which lines will be answered by CCR.

System Answer

The system answer feature simplifies the job of answering calls by making sure all calls are answered within a set number of rings. When calls go unanswered at the telephone monitored by System Answer (called the attendant set), Norstar answers the call and plays a greeting. It then puts the call on hold until someone can retrieve it.

If the caller knows the internal number he or she wants to reach, or is using the Norstar remote features, he or she can dial while the System Answer greeting is playing.

System Answer monitors all external calls that appear as a flashing line button on the attendant telephone, including incoming line groups, Answer buttons and external calls that have been transferred. After System Answer has played the greeting, the call will be put on hold at the same line indicator where it first appeared. The feature does not answer calls from internal extensions.

Custom Call Routing (CCR)

The job of answering and transferring calls can be taken over by CCR. When someone calls on lines monitored by CCR, the system answers the call and plays a greeting you have recorded. Callers using a tone dial set can then:

- direct their call by pressing a digit as instructed by your greeting (for example, "to reach our salespeople, press 4")

- enter an internal telephone number (a fast way for regular callers to reach someone directly)
- access remote features
- reach an attendant by pressing a single digit (a way to transfer out of CCR and talk to someone)

You can use two greetings with CCR: one for when your office is open and one for when it is closed. The business closed greeting may announce your office hours and give a digit to press to leave a message (if you have a voice mail system or answering machine), and callers can also dial an internal number to reach someone who is working after hours.

If CCR forwards a call and it goes unanswered (either because the caller enters an invalid extension number or no one is there to answer the call) the call will be redirected to ring at the prime telephone after the usual Callback delay. Once a caller has dialed out of the CCR greeting, he or she will not be able to return and make another selection.

CCR groups

CCR allows callers to reach groups of telephones by dialing a single digit they select from the audio menu. You create the CCR groups in programming.

When a call is sent to a CCR group in which all the telephones have the same programming, the call will go to the telephone with the lowest internal number.

If the telephones in a CCR group have different programming, the call is handled by the telephone programming that takes effect first. For example, if a telephone in a group forwards after two rings, it will forward the call from CCR before the telephones in the group that are programmed to forward after three rings.

A CCR call will also be forwarded by Forward on Busy, the Call Forward feature code, and Callback programming. Be sure to keep this in mind when programming the telephones in your CCR groups.

When a call that was handled by CCR rings at your telephone, call information will appear automatically on the display. You must

subscribe to a call display service and have the proper equipment installed in your system for this feature to work. If CCR is programmed to answer the call in less than two rings, the call information may not be captured and forwarded to the telephones in the CCR group.

Direct extension dialing

Both System Answer and CCR give the caller the opportunity to dial an internal telephone number or use remote feature access like direct inward system access (DISA). This means callers do not have to wait to reach the person they are calling and only the person they are calling has to handle the call.

Customizing System Answer and CCR

Your installer or customer service representative turns on System Answer and CCR for your system. They also assign which lines can be answered with CCR. Until this master control is turned on, the Auto Attendant features are not available.

It is recommended that the CCR not be programmed to answer lines that will be answered by System Answer at the attendant telephone (usually the reception telephone).

It's a good idea to plan how you will customize System Answer and CCR before you start programming.

- Decide which telephone will be the attendant telephone (where calls can be answered automatically and put on hold).
- For pre-recorded greetings, decide which language will be used to greet callers. If you want two languages, decide which will be heard first.
- Write down the greetings or scripts that you will record as the company greeting and business closed greeting (see examples in "Recording customized greetings for System Answer and CCR" on page 65).
- Organize your telephones into groups and decide what number a caller will use to reach each group. Using the groups and numbers you have created, write down the greeting or "script" that will be heard as the CCR.

- Decide how many times a call will ring before System Answer and CCR will answer. Be sure it will not conflict with voice mail or other auto attendant applications you may be using. If CCR lines ring at the attendant set, CCR and System Answer can also conflict.
- Use a programming session and feature codes to create your custom System Answer and CCR.
- Test both System Answer and CCR to make sure they are working properly.
- Make sure your installer or customer service advisor has programmed your system to use the held line reminder tone. This will provide another indication that System Answer has placed a call on hold.

Turning System Answer on or off [Feature] [*] [8] [3] [1]

System Answer can be turned on and off at any telephone in the system. System Answer only handles calls that ring at the attendant telephone (attendant set).

- Press [Feature] [*] [8] [3] [1]. The display shows the current status of System Answer.
- Press CHANGE or [#] and enter the System Coordinator password or Basic password (the default passwords are [2] [3] [6] [4] [6] and [2] [2] [7] [4] [2]) to turn the feature on or off.
- Press OK or [*] to confirm the change.

Because System Answer answers calls and then puts them on hold, the feature should be turned off when no one is at the telephone to retrieve the calls.

Tip - *You can program the feature code for turning System Answer and CCR on or off on a memory button with an indicator at the attendant telephone. You will know that the feature is turned on when the indicator is lit at the attendant set.*

Turning CCR on or off

Feature * 8 3 2

- Press Feature * 8 3 2. The display shows the current status of CCR.
- Press CHANGE or # and enter the System Coordinator password or Basic password (the default passwords are 2 3 6 4 6 and 2 2 7 4 2) to select a setting: OFF, Bus. Open, or Bus. Closed.
- Press OK or * to confirm the change.

See the section on recording greetings for a description of the Business Open and Business Closed greetings used with CCR.

Choosing the attendant telephone

Programming allows you to choose a telephone to be the attendant telephone (attendant set). External calls that go unanswered at this telephone are handled by System Answer.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press Feature * * 2 6 6 3 4 4.
2. Press 2 3 6 4 6 (the default System Coordinator password). The display shows Terminals&Sets▸.
3. Press Back twice. The display shows System prgrming▸
4. Press Show twice. The display shows the internal number of the current attendant telephone.
5. Press CHANGE and enter the internal number of the telephone you want to assign as the attendant telephone.

Changing the language used by System Answer and CCR

The programmed greetings used with the auto attendant features are available in three languages. You can change which language callers will hear or program the system to play greetings in a second language as well.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password). The display shows Terminals&Sets▸.
3. Press [Back] twice.The display shows System prgrming▸.
4. Press [Show] twice. The display shows the setting for the attendant telephone.
5. Press [Next]. The display shows Language▸.
6. Press [Show]. The display shows the first language used in greetings.
7. Press CHANGE to select a language: English, French or Spanish.
8. Press [Next]. The display shows the second language callers will hear. Press CHANGE to select a different language or NONE.

Setting the number of rings before System Answer answers a call

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Back] twice.
4. Press [Show] twice.
5. Press [Next] twice. The display shows System Answer...
6. Press [Show].
7. Press CHANGE until you see the appropriate number of rings (between 1 and 12).

If the system is busy answering calls, the line will ring until System Answer can retrieve the call.

Setting the number of rings before a caller hears the CCR greeting

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Back] twice.
4. Press [Show] twice.
5. Press [Next] three times. The display shows CCR▸.
6. Press [Show].
7. Press CHANGE until you see the appropriate number of rings (between 1 and 12).

If the system is busy answering calls, the line will ring until CCR can retrieve the call.

If CCR is programmed to answer the call in less than two rings, the call information may not be captured and forwarded to telephones in the CCR group.

Adding or removing telephones from a group used with CCR

The greeting you create for CCR tells a caller to press a number to reach a group of telephones. You add or remove telephones from these groups (CCR groups) in programming.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Back] twice.
4. Press [Show] twice.
5. Press [Next] three times. The display shows CCR▸.

6. Press [Show].
7. Press [Next]. The display shows CCR groups▶.
8. Press [Show] and enter the number of the group to which you want to make changes.
9. Press [Show] and enter the internal number of the telephone you want to add or remove from the group.
10. Press CHANGE to select the status of the telephone in the group: Assigned, Unassgnd.

You can have a total of nine CCR groups. Each group can include up to 20 telephones.

Using the pre-recorded greetings

Pre-recorded greetings are always used when the System Answer or CCR are turned on, even if you don't create personalized recordings. The pre-recorded greetings cannot be changed, and you cannot turn the pre-recorded greetings off.

Incoming calls at the attendant telephone will hear the System Answer greetings. Lines that are set up to be answered by CCR will hear a different set of greetings. They are:

- *All of our operators are busy.*
- *If you know the extension that you want, and are using a touch-tone phone, please dial it now.*
- *Or, hold the line and your call will be answered as soon as possible.*
- *Thank you for calling.*

In the next section, these recordings appear (in italics) as part of examples of complete greetings that callers might hear. "Thank you for calling" is heard when the caller does not respond to the Business closed greeting after it has been repeated, before the system disconnects the caller.

Using customized greetings for System Answer and CCR

Norstar uses both greetings you record and pre-recorded greetings to tell callers how their call is being handled.

The following examples use greetings recorded for use at a company called Bluebird Consulting. You can use them as models for when you make your own recordings.

The pre-programmed parts of the greetings are shown in italics.

System Answer on:

You have reached Bluebird Consulting. *All of our operators are busy. If you know the extension that you want, and are using a touch tone phone, please dial it now. Or, hold the line and your call will be answered as soon as possible.*

CCR, `Bus. open`:

You have reached Bluebird Consulting. To reach one of our sales agents, press 1. To contact our accounting office, press 2. To reach Joan Smithers, press 3. To talk to an attendant, press 0. To repeat this menu, press star. *If you know the extension that you want, and are using a touch tone phone, please dial it now. Or, hold the line and your call will be answered as soon as possible.*

CCR, `Bus. closed`:

You have reached Bluebird Consulting. Our offices are closed. Our business hours are 8 a.m. to 5 p.m., Monday through Friday, Pacific Standard Time. *If you know the extension that you want, and are using a touch tone phone, please dial it now.*

Tip - *For better sound quality in your greetings, use the handset for recording greetings (not the handsfree microphone).*

Changing the time available for customized greetings

Each customized greeting has a maximum length by default.

Greeting	Maximum length
Company	5 seconds (cannot be changed)
Caller menu (CCR)	18 seconds
Business closed	9 seconds

The length of time available for your CCR and Business closed greetings can be changed using Feature * 8 3 3. You have a total of 27 seconds to divide between the two greetings.

If you change the maximum length of the CCR and Business closed greetings, the greetings you have recorded will be erased. The Company greeting will not be erased.

- Press Feature * 8 3 3 and enter the System Coordinator password (the default password is 2 3 6 4 6). The display shows `Change rec time?`
- Press YES. The display shows `Caller menu`.
- Using the dial pad, enter the length of time you wish to use for the CCR greeting in seconds (a number between 0 and 27).
- Press OK. Whatever time remains of the 27 seconds will be the new maximum time for your Business closed greeting.
  For example, if you enter 15 seconds for the CCR (Caller menu) greeting, your Business closed greeting can be up to 12 seconds long.

Recording customized greetings for System Answer and CCR

Feature * 8 3 3

The customized greetings are not available to System Answer and CCR while you are recording. Callers will hear only the pre-recorded greetings.

- Press Feature * 8 3 3 and enter the System Coordinator password (the default password is 2 3 6 4 6).
- Press NO, or see "Changing the time available for customized greetings" on page 64 to adjust the recording times.
- Press REC to record the Company greeting.
- Press OK when you have completed your recording.

A company greeting is the first greeting your callers will hear. It can be up to five seconds long. Example: "You have reached Bluebird Consulting."

- Press NEXT, then REC to record the CCR greeting.

The greeting used with CCR matches the destinations you have chosen for each digit (see "Programming or changing CCR destinations" on page 66) and can be up to 18 seconds long (or the length you have chosen).

Example: "To reach one of our sales agents, press 1. To contact our accounting office, press 2. To reach Joan Smithers, press 3. To talk to an attendant, press 0. To repeat this menu, press star."

- Press NEXT, then REC to record the Business closed greeting.
- Press OK when you have completed your recording.

This greeting can be up to nine seconds long (or the length you have chosen). You don't have to say the name again in your after-hours greeting because it is always played after the company greeting.

Example: "Our business hours are 8 a.m.to 5 p.m., Monday through Friday, Pacific Standard Time."

Tip - *If you have recorded your greetings, you can press NEXT and go right into the menu for programming destinations for CCR.*

Programming or changing CCR destinations

- Press [Feature] [*] [8] [3] [3] and enter the System Coordinator password (the default password is [2] [3] [6] [4] [6]).
- Press NEXT until the display shows `Dial 0:` and the current destination when the caller presses zero.
- Press CHANGE to select the appropriate destination.

Each number from zero to nine and * can direct a call to the attendant telephone or one of the nine CCR groups. The * can be set up to make the system play the CCR greeting again (`Repeat`). If a digit is set to `None`, it has no destination.

- Using NEXT and CHANGE, select the destinations for the remaining digits.

Testing your custom System Answer and CCR

If you have more than one external line, you can call in to hear your greetings by dialing the number used by external callers to call the attendant set or a line that is answered using CCR.

To call systems with only one external line, you will have to go to a telephone that is not connected to your system.

Time savers for making calls

Storing a number on a memory button for Autodial

You can program memory buttons for one-touch dialing of internal or external telephone numbers.

Buttons used for lines, incoming line groups, answer or Handsfree/ Mute cannot be used as autodial buttons.

If the power to your Norstar system is off for more than three days, autodial numbers (as well as some other system programming) may be lost from the memory.

Adding an autodial button

Feature * 1 or Feature * 2

- Press Feature * 1 to program an external number or Feature * 2 for an internal number. Choose a button and then enter the number as if you were dialing it.

When programming Autodial you can use:

- Last Number Redial
- Saved Number Redial
- destination codes (choose Intercom as the line)
- host system signalling

Choosing a line for Autodial

To include a line selection for an external number, press the line or intercom button before you enter the number. To select a line pool, press a programmed line pool button, or press Intercom and enter a line pool access code.

If you select a line before pressing the autodial button, the call will go out on the line you have selected instead of the line that is part of the autodialer programming.

For the M7100 telephone, an external autodialer can only be programmed using a line and not a line pool.

Tip - *If you do not include a line selection in an autodial number, the call will use your prime line (if you have one).*

Using intercom as the line for Autodial

If you press [Intercom] as the line for an external autodial number, you must include a valid line pool access code or a destination code. If line pool access codes or destination codes are changed, remember to reprogram autodial numbers as well.

Displays

`987_` `QUIT BKSP OK`	Continue to enter digits until the number is complete. Press [◄] [►] or BKSP to erase an incorrect digit. Press [Hold] or OK when you are finished.
`Autodial full`	The memory allotted to autodial numbers in your Norstar system is full.
`Button erased`	While programming external Autodial, you erased the button by pressing [Hold] or OK before entering any digits.
`Enter digits` `QUIT OK`	Enter the number you wish to program (choosing the line first if necessary) exactly as you would if you were making a call.
`Intercom #: _` `QUIT`	Enter the internal telephone number you wish to program.
`Invalid number`	You are programming an internal autodial button and have entered a number that is not an internal number on your system. Enter a valid internal number. If the number you are entering is a destination code, use external autodial.
`Press a button` `QUIT`	Press the memory button you want to program.

`Program and HOLD`	Enter the number you want to program onto the button, then press [Hold].
`Program and OK` `QUIT OK`	Enter the number you want to program onto the button, then press [Hold] or OK. You may include a line or line pool selection in an autodial sequence by selecting the line before entering any digits.
`Programmed`	The number is stored on the button.

For other displays, see "Common feature displays" on page 167.

Using Last Number Redial

[Feature] [5]

You can redial the last external number you dialed.

- Press [Feature] [5].

Last Number Redial records a maximum of 24 digits.

Tip - *If you have a programmed Last Number Redial button, you can use Button Inquiry ([Feature] [*] [0]), then press the Last Number Redial button followed by [#]) to check the last number before you dial it.*

Preventing a telephone from using Last Number Redial

Last Number Redial can be restricted at individual telephones.

You will need the programming template found at the front of this guide. See Getting Started for more information.

- Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
- Press [2] [3] [6] [4] [6] (the default System Coordinator password).
- Press [Show] and enter the internal number of the telephone you wish to program.
- Press [Show].
- Press [Next] three times. The display shows `Restrictions`.

- Press [Show] twice.
- Press [Next]. The display shows `Allow last no:`.
- Press CHANGE to choose `Y` (Yes) or `N` (No).

Displays

`Hidden number`	The last number you dialed was a speed dial number that displayed a name rather than the number. The number will be dialed correctly, but you cannot see it.
`No last number`	You have not dialed an external telephone number since the last power interruption or system reset.

Tip - *You can copy a number onto an autodial button using Last Number Redial.*

Using Speed Dial

Norstar provides two types of speed dialing: system and personal. System Speed Dial programming allows you to assign two-digit speed dial codes to the external numbers your co-workers call most frequently. User Speed Dial programming allows individuals to program their own speed dial numbers.

Speed dial numbers are subject to the same restriction filters as regularly dialed numbers. Your installer or customer service representative can program system speed dial numbers to bypass dialing restrictions.

Speed dial numbers may include host system signaling codes.

Making a speed dial call [Feature] [0]

You can quickly dial external telephone numbers that have been programmed onto speed dial codes.

- Press [Feature] [0].
- Enter the appropriate two-digit speed dial code.

Changing and adding System Speed Dials

System Speed Dial codes are numbered from 01 to 70. The system coordinator assigns numbers to System Speed Dial codes for the entire system. See "Adding or changing a system speed dial" on page 14.

Tip - *There is no difference between using User Speed Dial and using System Speed Dial. They differ only in how you program them.*

Adding or changing User Speed Dial [Feature] [*] [4]

To add or change a User Speed Dial number on your telephone:

- Press [Feature] [*] [4].
- Enter a two-digit code from 71 to 94 that you want to associate with a telephone number.
- To include a line selection for this number, press the line or intercom button. To select a line pool, press a programmed line pool button, or press [Intercom] and enter a line pool access code. For the M7100 telephone, you can only select a line pool.
- Enter the number you want to program.
- Press [Hold] or OK.

Displays

01:9_ CANCL BKSP OK	Continue entering the number you wish to program. You can change the number by pressing BKSP or [◄] [►]. When you are finished, press [Hold] or OK.
Enter digits QUIT OK	Enter the telephone number you wish to program exactly as you would if you were dialing it normally. When you are finished, press [Hold] or OK.
Invalid code	You have entered a code outside the code range (01-70 for system, 71-94 for personal).
No number stored	There is no number stored on the speed dial code you have dialed.

`Program and HOLD`	If you want to program a line or line pool selection for this speed dial number, select the line or line pool. Otherwise, enter the telephone number exactly as you would if you were dialing it normally. When you are finished, press Hold.
`Program and OK` `QUIT OK`	If you want to program a line or line pool selection for this speed dial number, select the line or line pool. Otherwise, enter the telephone number you wish to program exactly as you would if you were dialing it normally. When you are finished, press OK.
`Select a line`	There is no line associated with the speed dial number you are trying to use. Select a free external line or line pool and enter the speed dial feature code again.
`Unknown number`	The system cannot dial the number stored. Reprogram the number.

For other displays, see "Common feature displays" on page 167.

Using Saved Number Redial

Feature 6 7

You can save the number of the external call you are on (provided you dialed the call) so that you can call it again later. Each telephone can save one number at a time with Saved Number Redial, not one number for each line.

Tip - *You can copy a number onto an autodial button using Saved Number Redial.*

Saving a number

- Press Feature 6 7 while you are still on the call.

Saved Number Redial records a maximum of 24 digits.

Dialing a saved number

- Press Feature 6 7 when you are not on a call.

If you have a programmed Saved Number Redial button, you can use Button Inquiry (Feature * 0) to check the last number before you dial it.

Preventing a telephone from using Saved Number Redial

Saved Number Redial can be restricted at individual telephones.

You will need the programming template found at the front of this guide. See Getting Started for more information.

- Press Feature * * 2 6 6 3 4 4 .
- Press 2 3 6 4 6 (the default System Coordinator password).
- Press Show and enter the internal number of the telephone you wish to program.
- Press Show .
- Press Next three times. The display shows `Restrictions`.
- Press Show twice.
- Press Next twice. The display shows `Allow saved no:`.
- Press CHANGE to choose `Y` (Yes) or `N` (No).

Displays

`Hidden number`	You have saved a speed dial number that displays a name rather than the number. The number will be dialed correctly, but you cannot see it.
`No number saved`	You have tried to save the number of an incoming call. You can only save numbers that you have dialed yourself.

Handling many calls at once

Using Hold

You can temporarily suspend a call by pressing Hold.

When a call is on hold, its indicator flashes on all telephones that have access to the line. The call can be retrieved from any of these telephones.

On the M7100 telephone, Hold alternates between two lines; one active, one on hold. The M7100 telephone cannot retrieve a call placed on hold by another telephone.

Retrieving a held call

You can connect to a call on hold by pressing the flashing line button of the held call.

Holding automatically

If your line has been programmed with full autohold, you can switch from one call to another and have your calls put on hold automatically.

- Press the line button of the caller you want to speak to. Your current caller is put on hold automatically.

Listening on hold

If you have been put on hold, you can hang up the receiver while you wait for the other person to return.

- Press Hold.
- Hang up the receiver.
- Press the line button of the call. You may hear indications from the far end that you are on hold (for example, tones or music).

- When the person you were talking to returns you will hear them through your telephone speaker. Lift the receiver and talk.

Tip - *If Automatic Handsfree has been assigned to your telephone, you can use the Handsfree/ Mute feature instead of Listen on Hold.*

Holding a call exclusively

Feature 7 9

You can put a call on Exclusive Hold so that it can be retrieved only at your telephone.

- Press Feature 7 9 or Feature Hold. The line appears busy on all other telephones, and the call cannot be picked up by anyone else in the office.

Displays

On hold: LINENAM	You have placed one or more calls on hold. The name of the line that has been held the longest is displayed.

Using Call Queuing

Feature 8 0 1

If you have more than one call ringing at your telephone, you can choose the call that has the highest priority by pressing Feature 8 0 1.

Call Queuing answers incoming external calls before callback, camped, and transferred calls.

Transferring calls

Using the transfer feature

Feature 7 0

Transfer allows you to direct a call to a telephone in your Norstar system, within the Norstar network, or external to Norstar.

Transferring a call

- Press Feature 7 0.
- Call the person to whom you want to transfer the call.
- If you want to talk to the person to whom you are transferring the call, wait for them to answer, and speak to them before proceeding.
- When you are ready to complete the transfer, press Rls or JOIN.

You cannot use Last Number Redial, Saved Number Redial, a speed dial code, Priority Call or Ring Again to dial the number for a transfer.

Depending on how a private network call is routed, it may not always be possible for the system to return a transferred call to you if the transferred call is not answered. When transferring a call to a private network destination, stay on the line until the person to whom you are transferring the call answers.

You cannot use the Line Pool feature code to access a line pool for a transfer. To use a line pool, use a programmed line pool button, or press Intercom and enter a line pool access code.

If you have an auxiliary ringer programmed to ring for calls on an external line, and you transfer a call on that line without announcing the transfer, the auxiliary ringer rings for the transferred call.

Transferring external calls

If an external call is transferred to a busy telephone, or not answered after a few rings, the call automatically rings again at the telephone from which it was transferred, and the display indicates that the telephone was busy or that no one answered.

When transferring an external call to an external number, the external call you are trying to transfer must be an incoming call on a disconnect supervised line.

While on a conference call, you can remove yourself from the conference and connect the other two callers using the Transfer feature. However, if both of the other people are from outside the system, at least one of the outside callers must have called you and both of the outside calls must be on disconnect supervision lines.

In certain situations, you may experience lower volume levels when transferring an external call to an external person, or when transferring two external callers from a conference call.

Canceling a transfer

You can reconnect to the person you are trying to transfer at any time before the transfer is complete.

- Press Feature # 7 0 or CANCL.
- If you are not reconnected to your original call, press Rls and then press the line key of the original call, which is now on hold.

Displays

21>22 CANCL RETRY JOIN	You are talking to the person you want to transfer the call to. Press RETRY if you decide to transfer the call to someone else. Press Rls or JOIN to transfer the call.
21 no reply CALLBACK	The person to whom you tried to transfer a call did not answer. Press CALLBACK or the flashing line button to reconnect to the call. On the M7100 telephone, lift the receiver.
Do not disturb CANCL RETRY JOIN	The person to whom you tried to transfer a call has Do Not Disturb active on their telephone. Press JOIN to transfer the call anyway. Press RETRY to transfer the call to someone else. Press CANCL or the flashing line button to reconnect to the call (on the M7100 telephone, press Feature # 7 0).

Invalid number CANCL RETRY	You entered an invalid internal number. Press RETRY and enter the number again.
Line001 hung up	The external caller you were transferring hung up before the transfer was complete.
Line001>21 CANCL RETRY JOIN	Press JOIN to transfer the call on line 001 to telephone 21. Press RETRY if, after talking to the person at extension 21, you decide to transfer the call to someone else.
Not in service CANCL RETRY	The telephone to which you are trying to transfer a call is out of service.
Restricted call CANCL RETRY	You cannot transfer the call because of telephone or line restrictions.
Still in trnsfer CANCL RETRY	Complete the transfer in progress before you access a new feature, answer another alerting call or select an outgoing line.
Transfer denied CANCL RETRY	Your transfer cannot be completed for one of these reasons: • All the resources needed to perform a transfer are in use. Try again later. • You have tried to transfer an external call to another external party. Some restrictions apply. • You cannot transfer your conference call.
Transfer to:2_ CANCL RETRY	Press RETRY if you entered the wrong internal number or if the person to whom you are transferring the call is unavailable.

For other displays, see "Common feature displays" on page 167.

Using Camp-on

Feature 8 2

You can transfer an external call to another telephone, even if all its lines are busy.

- Press Feature 8 2.
- Dial the number of the telephone you want to camp the call to.

Camped calls appear on a line button on the receiving telephone, if one is available. If there is no line button available, you receive a message on the display and hear Camp tones.

Each Norstar telephone can handle only one camped call at a time.

Displays

21 Camp max CALLBACK	You tried to camp a call to a telephone that already has a camped call. The call has come back to you. Press the CALLBACK button or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.
21 DND CALLBACK	The person to whom you redirected a call has Do Not Disturb active on the telephone. The call has come back to you. Press the CALLBACK button or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.
Camp denied	You have tried to camp an internal call. You can only camp external calls.
Camp to: CANCEL	Dial the number of the internal telephone to which the call will be sent.
Camped: 21 CALLBACK	The telephone to which you camped a call did not answer the call. The call has come back to you. Press CALLBACK or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.
Line001 hung up	A call you camped has come back to you, but the caller hung up before you could reconnect.
Not in service CALLBACK	The telephone to which you have camped a call is out of service or is being used for programming. The call has come back to you. Press CALLBACK or the line button to reconnect to the call. On the M7100 telephone, just pick up the receiver.
Release a call	The line that the camped call is on is in use or that line does not appear at your telephone. Release the line or release an internal line.

For other displays, see "Common feature displays" on page 167.

Parking a call

Feature 7 4

You can suspend a call so that it can be retrieved from any telephone in your system.

- Press Feature 7 4.
- Use the Page feature (Feature 6 0) or press PAGE to announce the retrieval code displayed by your telephone.

Retrieving a parked call

- Select an internal line. (On the M7100 telephone, pick up the receiver.)
- Dial the Call Park retrieval code.

Using Call Park

When you park a call, the system assigns one of nine codes for the retrieval of the call. These codes consist of the Call Park prefix, which may be any digit from 0 to 9, and a two-digit call number between 01 and 09. For example, if the Call Park prefix is 4, the first parked call is assigned Call Park retrieval code 401.

The Norstar system now assigns Call Park codes in sequence, from the lowest to the highest, until all the codes are used. This round-robin approach means that a greater variety of codes will be used, which will make it easier for a call to reach the right person when more than one incoming call is parked.

The highest call number (the Call Park prefix followed by 09) is used only by telephones or devices connected to the system using an analog terminal adapter (ATA).

Your installer or customer service representative programs both the Call Park prefix and the delay before parked calls are returned to the originating telephone. External calls parked for longer than the programmed delay are returned to your telephone.

Call Park can be disabled by your installer or customer service representative.

Displays

`Already parked`	The person you were talking to has already parked your call. You cannot park the same call.
`Get call first`	You have attempted to use Call Park with no active call on your telephone. If the call you wish to park is on hold, reconnect to it before you park it.
`Invalid number`	You have entered an invalid retrieval code.
`No call on: 101`	There was no call on the retrieval code you entered.
`Park denied`	You have tried to park a conference call. Split the conference and park the calls separately. The person who retrieves the calls can reconnect the conference.
`Parked on: 402` `PAGE EXIT`	Record the code shown. Use Page ([Feature] [6] [0]) or press PAGE to announce the call and its retrieval code.
`Parking full`	All available retrieval codes are in use. Transfer the call or take a message instead.

For other displays, see "Common feature displays" on page 167.

Using Callback

When you direct a call you have answered to another telephone, the system monitors the call to make sure it is answered. If no one answers the call within a set length of time, the system directs it back to you.

Callback generates a variety of displays. Most occur after a set delay and are listed in the index. Some occur immediately if the telephone to which you are directing a call is out of service or otherwise unavailable. These are listed with the descriptions of the specific features like Transfer or Camp-on.

Forwarding your calls

Forwarding your calls to another Norstar telephone

Feature 4

- Press Feature 4 and enter the number of the internal telephone to which you want your calls forwarded.

Use Line Redirection to forward calls outside the system.

Canceling Call Forward

- Press Feature # 4.

Using Call Forward at your telephone

When you use Feature 4, all calls go to the destination you select, regardless of how Forward on busy and Forward no answer are programmed.

If the telephone to which you forwarded your calls does not have the same external lines as your telephone, the forwarded calls appear on intercom buttons.

If a call is forwarded, it does not ring but the line indicator flashes on your telephone. You can still answer the call by pressing the button next to the flashing indicator.

Tip - *If you are one of a group of people who regularly forward their calls to one another, be aware that it is possible to set up forward loops where a call is forwarded from one telephone to another in a circle, and is never answered anywhere.*

Overriding Call Forward

If you call someone who has their calls forwarded to you, your call rings at that person's telephone even though they are forwarding their calls to you.

Changing the automatic Call Forward settings for a telephone

Call forwarding occurs automatically when a call is not answered or the line is busy. These automatic options are changed in programming.

For step-by-step instructions, see "Change where a call goes when there is no answer" on page 21.

Changing Forward no answer

Forward no answer redirects unanswered calls to another telephone on your Norstar system.

For step-by-step instructions for changing Forward no answer see "Change where a call goes when there is no answer" on page 21.

Line Redirection takes precedence over Forward no answer.

Changing the delay before a call is forwarded

You can assign the number of times that the incoming call rings at your telephone before the call is forwarded. To estimate the delay time in seconds, multiply the number of rings by six.

For step-by-step instructions, see "Change the number of times the telephone will ring before it is forwarded" on page 21.

Forward on busy

Forward on busy redirects your calls to another telephone on your Norstar system when you are busy on a call, or when you have Do Not Disturb activated at your telephone.

For step-by-step instructions, see "Making changes to Call Forward on Busy" on page 23.

Line Redirection takes precedence over Forward on busy. Calls that are redirected by Line Redirection are not affected by any Call Forward features or Call Forward programming.

Telephones that have Forward on busy active can still receive priority calls.

If you are busy on a target line call, another call to that target line is redirected to the prime telephone for that target line.

DND on Busy

When you are busy on a call and a second call comes in, your telephone rings softly to alert you to the second call. If you find this second ring distracting, you can have the system prevent a second call from disturbing you by assigning Do Not Disturb (DND) on Busy to your extension.

When DND on Busy is turned on for the set, internal and private network callers hear a busy tone instead of ringing when you are on the telephone. External callers are transferred to the prime set used in your system.

For step-by-step instructions, see "Change the Do Not Disturb on Busy feature" on page 24.

If you use DND on Busy, the line indicator for an external incoming call still flashes, but your telephone does not ring.

Forward on busy takes priority over DND on Busy.

If an external call uses a target line, the call will be processed according to the programming of the target line. If the target line is busy, the caller may hear a busy tone or be routed to the prime set for the target line regardless of the DND on Busy programming for the telephone.

Call Forward and Voice Mail

If you have a voice mail system and want it to pick up unanswered calls automatically

- use the internal number of your voice mail as the destination when you program Forward no Answer and Forward on busy, or

- make the ring delay greater than the delay used by your voice mail system, if your voice messaging system or service automatically retrieves calls.

Displays

`Forward denied`	There are several reasons why you may get this message. For instance, you cannot forward your calls to a telephone that has been forwarded to your telephone.
`Forward>21` `CANCEL`	Your calls are being forwarded to telephone 21.
`Not in service`	Two or more telephones are linked in a forwarding chain, and one of them is out of service or is being used for programming.

For other displays, see "Common feature displays" on page 167.

Line Redirection

Line Redirection lets you send your external calls to a telephone outside the office. You may choose to redirect all your external lines or only some of them.

You cannot use the Line Redirection feature code at either an M7100 telephone or a telephone connected to an ATA.

Turning on Line Redirection

Feature 8 4

- Press Feature 8 4.
- Select the outgoing line to be used for redirected calls.
- Enter the number to which calls will be redirected (the ways you can do this are listed below).
- Select the lines to be redirected.

Enter the telephone number to which you wish redirect calls to using one of the following methods.

- Press an external autodial button.
- Enter an external telephone number (using no more than 24 digits) then press Hold or OK.

- Press [Hold] or OK if the line you have chosen as the outgoing line is a private network line that does not require you to dial digits.

If you use ALL to redirect all your lines, it is important that you wait until all the lines on your telephone light up before pressing [Hold] or OK. If you press [Hold] or OK before all the lines light up, those lines not lit will not be redirected.

Tip - *The line chosen for redirecting calls on other lines can still be used normally when it is not busy on a redirected call. To avoid redirection failing because the chosen line is in use, choose a line pool with several lines in it.*

The system does not check that the number you give for line redirection is a valid one. If you redirect to an invalid number, redirection will fail. Using an autodial button to enter the redirection number helps avoid this possibility. An autodial button used for line redirection must be programmed to use a specific line.

Canceling Line Redirection

[Feature] [#] [8] [4]

- Press [Feature] [#] [8] [4].
- Select the lines you no longer want to be redirected.

Allowing a telephone to redirect calls

You can turn a telephone's ability to redirect calls on and off.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] and enter the internal number of the telephone you wish to program.

4. Press [Show] twice.
5. Press [Back] three times. The display shows `Allow redirect:`.
6. Press CHANGE to select `Y` (Yes) or `N` (No).

Turning the redirect ring for a telephone on or off

You can program a telephone to ring briefly (200 milliseconds) when a call is redirected on one of its lines.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] and enter the internal number of the telephone you wish to program.
4. Press [Show] twice.
5. Press [Back] twice. The display shows `Redirect ring:`.
6. Press CHANGE to select `Y` (Yes) or `N` (No).

Tip - *If a telephone has redirect ring enabled, it rings briefly for redirected calls on one of its lines even if another telephone set up the line redirection.*

Displays while redirecting lines

`Intercom`	You selected the intercom button as the facility to place the call on. Enter a line pool code or a destination code.
`Line Redirection` `QUIT ADD REMOVE`	Press [*] or ADD to begin redirection. Press [#] or REMOVE to cancel a previous redirection.

`No line to use`	You have one external line on your telephone, but you need a second line to perform line redirection. Redirect your external line using a line pool as the outgoing line.
`Outgoing line`	You are attempting to redirect a line and the line you have chosen is the outgoing line you have selected as a destination. You cannot redirect a line to itself. Select another line.
`Pool code: _` `QUIT`	Enter a valid line pool access code.
`Redir by 21` `OVERRIDE`	You have attempted to redirect a line, but someone else has already redirected that line. Press [*] or OVERRIDE to override the previous redirection and redirect the line as you wish.
`Redirect denied`	You have attempted to redirect calls on an incoming line group. You can only redirect calls on individual lines and you cannot redirect calls on an incoming line group.
`Select line out` `QUIT`	Select the line that will be used to redirect calls out of the system.
`Select line(s)` `QUIT  ALL`	Press the lines to be redirected. To undo a line selection, press it again. Press ALL to redirect all your lines.
`Select line(s)` `ALL  OK`	Continue to press the lines to be redirected. Press [Hold] or OK when you are finished.
`Unequipped line`	The line you are attempting to redirect cannot be redirected because the hardware does not support redirection.

Displays while canceling redirection

`Select line(s)` `QUIT  ALL`	Press the lines that are no longer to be redirected. The lines light up as you press them. Once you cancel redirection for a line you cannot restore it by pressing the line again. Press ALL to cancel redirection for all your lines. When you are finished, press [Hold] or OK.

Select line(s) ALL OK	Continue to press the lines that are no longer to be redirected. Press Hold or OK when you are finished.

For other displays, see "Common feature displays" on page 167.

How Line Redirection is different from Call Forward

Call Forward forwards all calls that arrive at a particular telephone to another telephone within the Norstar system. Line Redirection redirects only the lines you specify, no matter which telephones they appear on, to a telephone outside the Norstar system. Line Redirection takes precedence over Call Forward.

Using Line Redirection

You redirect lines at a telephone, but once redirected, the lines are redirected for the entire system.

You can only redirect lines that appear at line buttons on your telephone.

You can answer the telephone if it rings while you are in the middle of programming Line Redirection, but none of the Norstar call handling features are available until the feature times out. If you need to use a Norstar feature to process the call, quit Line Redirection programming by pressing Feature. Do not press Rls or you will disconnect the call you are trying to process.

While you are programming Line Redirection you will not receive any indication of calls that do not actually ring at your telephone.

Be careful to avoid redirection loops. If for example, you redirect your lines to your branch office and your branch office redirects its lines to you, you can create a redirection loop. If these calls are long distance, you will end up paying charges.

In certain situations, callers may experience lower volume levels when you redirect calls to an external location.

Communicating in the office

Paging

Feature 6 0

Paging allows you to make announcements over the Norstar system using the telephone speakers, or your loudspeaker system, if one is available.

Making a page announcement

- Press Feature 6 0.
- Choose a page type.

Page types are:

1 through the telephone speakers (internal page)

2 through an external speaker (external page)

3 both internal and external (combined page)

- If necessary, choose a zone.
- Make your announcement.
- Press Rls.

Tip - *Instead of entering the Page feature code followed by the page type, you can enter the following shortcut codes.*

Internal	Feature 6 1	and zone (1 to 3)
External	Feature 6 2	(code 2 has no zones)
Combined	Feature 6 3	and zone (1 to 3)

Activating and deactivating the ability to page

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] and enter the internal number of the telephone you wish to program.
4. Press [Show] twice.
5. Press [Next] seven times. The display shows `Paging`.
6. Press CHANGE to select the setting: `Y` (Yes) or `N` (No).

Creating page zones

Each telephone can be assigned to one of three zones for receiving pages.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] and enter the internal number of the telephone you wish to program.
4. Press [Show] twice.
5. Press [Next] six times. The display shows `Page Zone`.
6. Press CHANGE to select the setting: `1`, `2`, `3`, or `None`.

You can make a telephone part of a page zone only if the telephone has paging set to `Y` (Yes).

A zone is any set of Norstar telephones that you want to group together for paging, regardless of their location.

Your installer will program whether a tone sounds before a page begins, and the maximum number of seconds a page can last before it is automatically turned off.

Tip - *Make sure that everyone who needs to make page announcements has a list showing which telephones are in which page zones.*

Displays

`Enter zone:_ ALL`	Enter the desired page zone number (1- 3) or press ALL.
`Invalid zone`	You have entered a page zone code that is not between 1 and 3.
`Page choice: SETS SPKR BOTH`	Select the type of page you want. See the list in "Making a page announcement".
`Page timeout`	The time allotted for paging has expired.
`Paging ALL`	You are making a page. The display shows the page zone you have chosen. Press Feature or Rls when you are finished.
`Paging busy`	A page is already being made in the page zone you have requested.

For other displays, see "Common feature displays" on page 167.

Tip - *You can make an announcement to one person by placing a voice call to their telephone.*

Using Page with external paging equipment

When you make a page that uses external paging equipment (external page or combined page), the Long Tones feature is automatically activated for the external paging system only. This allows you to control optional equipment with the Long Tones feature.

Sending messages using the display

The Messages feature allows you to leave a message on the display of another Norstar telephone, and lets you know if you have any messages waiting. The Messages feature uses a message waiting list to keep a record of your internal messages and your (external) voice mail messages (if you subscribe to a voice message service with visual message waiting indication).

Sending a message

Feature 1

You can leave a message on the display of another telephone in your Norstar system. You can send up to four messages to different telephones, including your voice message center.

If your telephone is a direct-dial telephone or a central answering position (CAP), you can send up to 30 messages.

If your reply to a message is forwarded or is answered at another telephone using the Call Pickup feature, the message remains on your telephone until you cancel it or successfully contact the telephone that sent the message.

- Press Feature 1.
- On a telephone with a two-line display, press ADD. (This step is not necessary on a telephone with a one-line display.)
- Enter the internal number of the person you want to send the message to. The person's display reads `Message for you.`

Canceling a message you have sent

- Press Feature # 1. The display reads `Cancel for:`.
- Enter the internal number of the person to whom you sent the message.

Viewing your messages

Feature 6 5

You can receive up to four messages from different telephones, including your voice message center. A single message from your voice message center may pertain to several voice messages.

On a telephone with a one-line display

- Press Feature 6 5. The display shows the first message.
- Press * or # to move through your messages.

On a telephone with a two-line display

- Press MSG. The display shows the first message you received.
- Press NEXT to move through your messages.

Replying to a message

You can call the person (or your voice message center) who sent a message while you are viewing the message.

On a telephone with a one-line display

- Press 0.

On a telephone with a two-line display

- Press CALL.

If you wish to call your voice message center using a line other than the programmed line, exit your message list and dial the voice message center telephone number using normal dialing methods.

Removing items from your message list

You can erase a message while you are viewing it in your message list. If the message is from your voice message center, this only erases the message notification at your telephone. You still need to erase the voice message at your voice message center. Refer to your voice message center documentation.

On a telephone with a one-line display

- Press Hold.

On a telephone with a two-line display

- Press ERASE.

Viewing messages you have sent

Feature 1

On a telephone with a two-line display, you can view the messages you have sent.

- Press Feature 1.
- Press SHOW to display your first sent message.
- Press NEXT to move through your sent messages.

Displays

`Cancel denied`	You have entered an invalid number when attempting to cancel a message.
`Cleared>LINENAM` `NEXT`	You have cleared an external message from your message waiting list. The message itself still exists in your voice message center until you erase it there.
`In use: 21`	You are trying to call from your message waiting list. The line that you are trying to use is being used by the identified Norstar user.
`L001:LINENAMVMsg` `NEXT CALL CLEAR`	You are viewing your message list. The display shows the number and name of the line that was used for your voice mail message.
`Message denied`	You have tried to send a message to an invalid internal number or to a telephone that is out of service.
`Message list` `SHOW ADD EXIT`	SHOW appears only if you have outstanding messages. Press SHOW to review messages you have sent. Press ADD to send a new message.
`Message to:`	Enter the internal number of the telephone to which you want to send a message.
`Messages & Calls` `MSG CALLS`	You have one or more messages and one or more new Call Logs. Press Feature 8 0 6 to change the first line of the display to the current time and date.

No button free	You have no line button free with which to reply to a message.
No number stored	There has been no number programmed for the voice message center. Contact your voice messaging service provider.
Start of list NEXT	Your are at the beginning of your list of messages. Press NEXT to move through your messages.
Their list full	You are trying to send a message to a user whose message waiting list is full.
Your list full	You have tried to send a message but your telephone's list of sent messages is full. Cancel one of the messages you have sent, if possible, or wait until you have received a reply to one of those messages.

For other displays, see "Common feature displays" on page 167.

Using Voice Call

Feature 6 6

You can make an announcement or begin a conversation through the speaker of another telephone in the system.

Making a Voice Call

- Press Feature 6 6.

Muting Voice Call tones

When a voice call begins at your telephone, you hear a beep every 15 seconds as a reminder that the microphone is on. You can stop it from beeping.

- Pick up the receiver or press Handsfree Mute.

Answering a Voice Call without touching your telephone

If Handsfree Answerback is assigned to your telephone, you can respond to a voice call without touching the telephone. Handsfree Answerback is not available to the M7100 telephone.

- When someone makes a voice call to you, simply start talking. Your telephone's microphone picks up your voice.

Tip - *Once you have answered a voice call, you can put it on hold, transfer it, or otherwise treat it as a normal call.*

Preventing Voice Calls to your telephone using Voice Call Deny

- Press [Feature] [8] [8]. Voice calls will ring like regular internal calls. Your other calls proceed normally.

Canceling Voice Call Deny

- Press [Feature] [#] [8] [8].

Displays

`Dial voice call`	Dial the internal number or press the internal autodial button of the person to whom you want to speak.
`Microphone muted`	Your handsfree microphone is muted. Press [Handsfree Mute] or pickup your receiver to respond to the voice call.
`No voice call`	The telephone receiving the call cannot accept voice calls for one of the following reasons: it is active or ringing with another call; Call Forward is turned on; Do Not Disturb is turned on; Voice Call Deny is turned on; it is not a Norstar telephone. Your call proceeds automatically as a regular ringing call.
`Voice call`	The line is open for you to speak.

Tracking your incoming calls

Using Call Log

Telephones can automatically log Call Display information for calls on an external line. The line must appear on that telephone but it does not have to be a ringing line.

If your system is equipped with the appropriate equipment and you have subscribed to the call information feature supplied by your service provider, you will be able to capture information about incoming callers in your call log. The same feature is supplied by an ISDN service package that comes with calling line identification.

Call Log creates a record of incoming external calls. For each call the log could contain:

- sequence number in the Call Log
- name and number of the caller
- indication if the call was long distance
- indication if the call was answered (and identity of who answered it)
- time and date of the call
- number of repeated calls from the same source
- name of the line that the call came in on

Call Log can help you to

- keep track of abandoned or unanswered calls
- track patterns for your callers (for example volume of calls and geographical location of calls)
- record caller information quickly and accurately
- build a personal telephone directory from log items

The long distance indicator, as well as the caller's name and number, may not be shown in the log, depending on the Call Display

services provided by your local telephone company and the caller's local telephone company.

To use the features on the following pages, your telephone must be have spaces available in its Call log. Your installer or customer service representative programs each telephone with an appropriate number of spaces.

Call Log options

Feature * 8 4

You can select the type of calls that will be stored in your Call Log. Choose from four Autolog options: No one answered, Unanswerd by me, Log all calls, No autologging.

- Press Feature * 8 4. The display shows the current option.
- Press # or NEXT to change the option.
- Press Feature or OK to select the display option.

Logging a call manually

Feature 8 1 3

If your calls are not automatically logged, you can manually log call information when you are connected to an external call. Storing information for your current call can be helpful in many situations. For example, you may want to:

- record a caller's information without using paper and pencil
- record only selected calls that you choose, as opposed to using Call Log automatically
- quickly record caller information before a caller hangs up

To log an external call manually:

- Press Feature 8 1 3.

Deleting old log items

Feature 8 1 5

Your log has a set number of items that it can hold. When it becomes full, new calls cannot be logged. When your log is full, Autobumping

automatically deletes the oldest Call Log item when a new call is logged.

To enable autobumping

- Press Feature 8 1 5.

To disable autobumping

- Press Feature # 8 1 5.

Viewing your Call Log

Feature 8 1 2

To view your log

- Press Feature 8 1 2. The display shows the number or previously read items (old) and the number of new, unread items (new) in the log.
- Press * or OLD to view old items; press # or NEW to view new items.
- Press 0 or RESUME to display the last item you viewed, the last time you viewed your Call Log.

Names and numbers for external callers are displayed only if you have subscribed to Call Display services from your local telephone company.

Viewing a Call Log item

To view the information for a call log item

- Press ◄) ( ) ◄)) or MORE.

Erasing log items

You should routinely erase log items that you've read, to make space for new items in your log.

- Display the item you want to erase.
- Press Hold or ERASE.
- Press Rls to exit.

If you accidentally erase an item, you can retrieve it.

- Press [Hold] or UNDO immediately after accidentally erasing an item.
- Press [Rls] to exit.

Making a call using Call Log

You may find it helpful to place calls from within your Call Log. The number stored for each call may vary depending on the type of call. For example, if the call was placed from a Centrex or PBX system, the first few numbers may need to be trimmed before you can make the call. If the number you want to call is long distance, or if you want to use a line pool, you may need to add numbers.

To place a call

- Display the log item for the call you want to place.
- Display the associated telephone number.
- Press [◄] [►] or TRIM, once for every digit that you want to remove.
- Dial any extra digits required.
- Press an external line or line pool button.
- Lift the receiver. (This is not necessary if Handsfree is programmed at your telephone.) The displayed number is dialed.

Creating a password to your Call Log [Feature] [*] [8] [5]

You have the option of accessing your Call Log through a password.

- Press [Feature] [*] [8] [5]. The displays reads New Passwrd:.
- Enter your four-digit password. The display reads Repeat New:.
- Re-enter your four-digit password. The display reads Password changed, which confirms that your password has been assigned.

To enter Call Log using your password

- Press [Feature] [8] [1] [2] to enter Call Log. If you have programmed a password, the display reads Password:.

- Enter your four-digit password.

If you forget your Call Log password, it can be deleted in programming. See "Using passwords" on page 142.

Changing your Call Log password

Feature * 8 5

- Press Feature * 8 5. The display reads `Old Passwrd:`.
- Enter your old password. The display reads `New Passwrd:`.
- Enter your new four-digit password. The display reads `Repeat New:`.
- Re-enter your password. The display reads `Password changed`, which confirms that your password has been changed.

Deleting an assigned password

Feature * 8 5

- Press Feature * 8 5. The display reads `Old Passwrd:`.
- Enter your old password. The display reads `New Passwrd:`.
- Press Hold or `OK`. The display reads `No Pswd assigned`, which confirms that your password has been deleted.

Programming a telephone to log calls automatically

Your installer or customer service representative can program each telephone to log calls coming in on a line automatically.

Displays

`1:Unknown name`	The caller's name is unavailable.
`1:Unknown number`	The caller's number is unavailable.
`12:KATE SMITH` `NEXT ERASE MORE`	_ indicates a new item.
`12)KATE SMITH` `NEXT ERASE MORE`	) indicates that the call was answered.
`12$KATE SMITH` `NEXT ERASE MORE`	$ indicates a long distance call.

49/1234567890123 NEXT ERASE MORE	/ indicates that the stored number has been shortened to its final 11 digits. Press [◄] [►] or MORE to display additional information about the call.
Call(s) bumped	One or more log entries have been deleted by the Autobumping feature while you are looking at the Call Log.
Hold or release	Hold or release your active call before entering Call Log.
In use: SETNAME	The external line is in use.
Jan 4 9:00a 3X NEXT ERASE MORE	The repeat call counter, shown along with time and date, indicates the number of calls you have received from the same caller.
Line001)27 NEXT ERASE MORE	This call was answered at another telephone (27).
Line001)Logit NEXT ERASE MORE	This call was logged manually.
Line001 NEXT ERASE MORE	This call was not answered.
Messages & Calls MSG CALLS	There are one or more items in your message waiting list, and there are one or more new items in your Call Log. Press [Feature] [8] [0] [6] to change the first line of the display to the current time and date.
New calls begin	You have viewed your last old log item and will now view your new log items.
No info to log	No information is available for the call.
No log assigned	No log space has been assigned to the telephone.
No resume item	The resume item has been removed because of Autobumping, repeat call update, or log reallocation while you are looking at the Call Log.

For other displays, see "Common feature displays" on page 167.

Using Voice mail

If you subscribe to a voice message service outside your office, you can access that service through your Norstar system. Your installer or customer service representative programs your Norstar telephone to indicate when you have a voice message waiting on a particular line.

To find out if your external voice message service will work with Norstar, or if you have any problems with your service, contact your voice message service provider.

Customizing your telephone

Finding out what a button does using Button Inquiry

Feature * 0

You can check the function of any line, intercom, or programmed button on your Norstar telephone by pressing Feature * 0. On the M7100 telephone Button Inquiry shows your internal number followed by the function assigned to your single memory button.

Displays

001 <LINENAME> SHOW OK	The display shows the number and name of the line. Press SHOW to view the redirection status of the line.
123456789012345... VIEW→ OK	Press # or press VIEW→ or ←VIEW to view a number that is too long to fit on the display. Press Hold or OK when you are done.
21 <SETNAME> NEXT VIEW→	The display shows the directory number of the telephone, and the assigned name. Press NEXT to see the first line assigned to ring at the intercom button.
<Feature name> SHOW OK	The name of the feature assigned to a button is displayed when you press the button. Press # or SHOW for additional information.
Press a button EXIT	Press the button you want to check. Press Feature or EXIT when you are finished.

For other displays, see "Common feature displays" on page 167.

Making the display darker or lighter using Contrast adjustment

Feature * 7

- Press Feature * 7.
- Press a number on the dial pad to choose the contrast level you like best.

On a two-line telephone, you can also use the UP and DOWN display buttons to adjust the contrast.

The number of contrast levels available varies from one telephone model to another.

Changing the language on the display

You can select the language used on the display of each Norstar telephone. Norstar supports three languages: English, French and Spanish. Button caps are available for each language. When your system is first installed, all telephones use English.

If you program Feature * 5 0 1 on to a memory button, you can then simply press the button until the language you want appears on the display. You cannot program Feature * 5 0 2 or Feature * 5 0 3 onto a memory button.

English

- Press Feature * 5 0 1.

French

- Press Feature * 5 0 2.

Spanish

- Press Feature * 5 0 3.

Programming a feature code onto a memory button

You can program a feature code onto a memory button. In some cases, pressing the button a second time cancels the feature.

Programming feature buttons

Feature * 3

Any memory button not programmed as an external or internal line, target line, Answer button, or Handsfree/Mute button, is available for features.

- Press Feature * 3.
- Press the memory button you want to program with a feature.
- Enter the appropriate feature code you want to assign onto the button.

The following feature codes cannot be programmed onto a memory button: Long Tones and any code beginning with [*] except [Feature] [*] [5] [0] [1] (Language Choice) and [Feature] [*] [7] (Contrast Adjustment).

Tip - *When you program a button with the line pool feature code, you must enter a line pool access code after the feature code. The programmed line pool button accesses a specific line pool, not the line pool feature.*

Erasing a feature button

- Press [Feature] [*] [1].
- Press the feature button.
- Press [Hold] or OK to erase the button.

Displays

`<Feature name>` `SHOW OK`	The name of the feature assigned to a button is displayed when you press the button. SHOW appears when there is more information available. Press [#] or SHOW for additional information.
`Enter code:`	If you are checking a speed dial button, enter the two-digit speed dial code that you want to check.
`F_` `QUIT CLEAR`	Enter the feature code, or press [Rls] or QUIT to quit programming or CLEAR to clear the numbers you have entered. The system accepts the entry as soon as you enter a valid feature code.
`Feature code:` `QUIT`	Press [Feature] and enter the feature code you want to assign to the button. You cannot enter invalid codes.
`Feature moved`	You have programmed a button with a feature that was already programmed onto another button. The feature has moved to the button you just programmed. Its original button is now blank.

`Press a button` `EXIT`	Press the button you want to check. Press Feature or EXIT when you are finished.
`Program and HOLD`	Enter the number you want to program and press Hold. To erase the button, just press Hold.
`Program and OK` `QUIT OK`	Enter the number you want to program and press OK. To erase the button, just press Hold or OK.

For other displays, see "Common feature displays" on page 167.

Moving line buttons

Feature * 8 1

You can move external lines to different buttons on your telephone to arrange your lines in the way that makes the most sense to you.

You cannot move intercom, answer or Handsfree/Mute buttons and you cannot move incoming line group buttons onto a CAP module.

- Press Feature * 8 1.
- Press the button you want to move the line from.
- Press the button you want to move the line to.

Displays

`Exchanged`	The two buttons you selected have exchanged position.
`Invalid location`	You have tried to move a line to a button that cannot be used as a line button, such as an intercom button, Handsfree/Mute button, or an answer button.
`Move line from:` `QUIT`	Press the button of the line you want to move. Press Feature or QUIT when you have finished moving lines.
`Move line to:` `QUIT`	Press the button you want to move the line to. Neither of the buttons is erased. The lines, or the line and feature, simply switch places.

Press a line	The button you are trying to move is not a line button. If you are trying to switch a line and a feature, move the line to the feature button and not the feature button to the line.

Changing the type of ring

Feature * 6

You can choose one of four distinctive rings for your telephone. This makes it easier to identify your telephone in an open office.

- Press Feature * 6.
- Press 1, 2, 3, 4 or NEXT. You hear the selected ring for two seconds.
- Repeat until you hear the ring you prefer, then press Hold or OK.

Adjusting the Ring volume

Feature * 8 0

- Press Feature * 8 0. The telephone rings.
- Press ◄) ◄) to adjust the volume.

Hiding the message or calls indication

Feature 8 0 6

The display that shows you have messages or calls can be replaced with the current time and date. You can still retrieve your message and call information by using the display buttons that appear on the second line of the display.

If you are using a telephone with a single-line display, the message or call indication is hidden.

- Press Feature 8 0 6. The current time and date appears on the top line of the display.
- Press MSG or Feature 6 5 to see your messages, or press CALLS or Feature 8 1 2 to see your calls.

Restoring the messages and calls indication

- Press Feature # 8 0 6

User Preferences

The User Preferences section of programming allows you to program memory buttons, speed dial codes and other settings for any Norstar telephone on the system.

For example, an employee may want to have the Do Not Disturb feature programmed onto a memory button or create a speed dial code. Instead of programming from the employee's telephone, you can go into programming on the telephone nearest you to make the change.

Using User Preferences

[Feature] [*] [*] [8] [7] [3] [7]

- Press [Feature] [*] [*] [U] [S] [E] [R] ([Feature] [*] [*] [8] [7] [3] [7]).
- Enter your System Coordinator or Basic password (the default passwords are [2] [3] [6] [4] [6] and [2] [2] [7] [4] [2]).

By using a Basic password, it is possible to have someone else do day-to-day upkeep of people's telephones without giving out access to sensitive programming. See "Using passwords" on page 142.

After you enter the proper password, the display will show you the telephone with the lowest internal number followed by its name (For example, 21:RECEPTN).

- Press [Next] to move through all the telephones on the system.
- Press [Show] when you see the telephone you want to change. The display shows the model number of the telephone at the extension.

The display will show `Connect set` if no telephone is connected at that internal number.

You cannot make changes if the model is `Other`.

- Press [Next] to move through all the sub-headings in User Preferences.

User Preferences programming is also available under the heading User Preferences in Terminals&Sets in the main body of programming.

Sub-headings in User Preferences

User prefernces
Model
Button prgrming
User speed dial
Call log opt'ns
Dialing opt'ns
Language
Display cntrst
Ring type

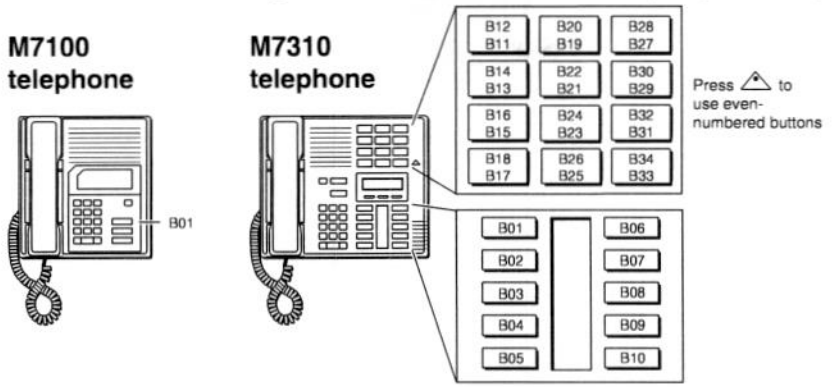
Changing button programming

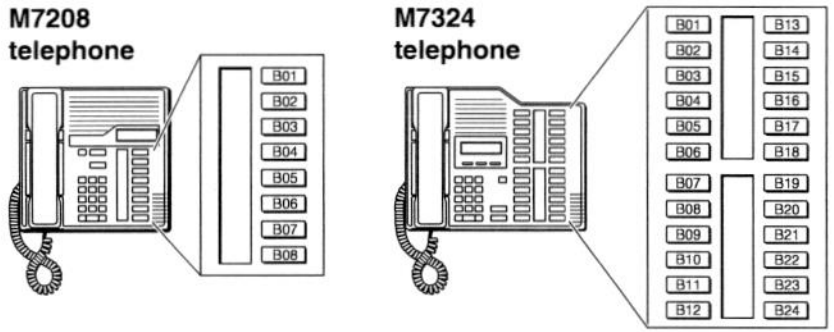
- Press [Show] at Button prgrming. The display shows the number of buttons on the telephone (an example is shown in Displays at the end of this section).

If the telephone has a CAP module, you can also press CAP1 to see the buttons on the module.

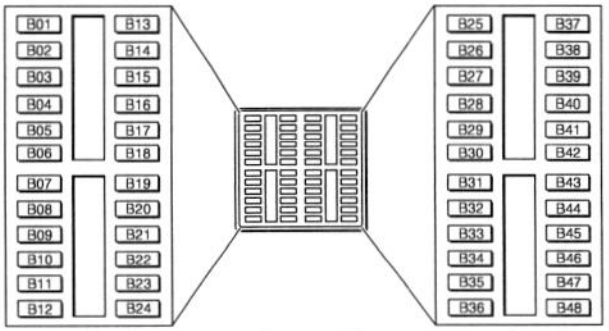
- Press [Next] to move through all the buttons on the telephone.

Button numbering used with User Preferences programming





CAP module



Use the display buttons to change the programming for a button. User Preferences programming cannot change the buttons that are used by lines, intercom, the handsfree feature, and incoming line groups.

The display buttons used in button programming

CANCL	Moves you out of a setting without making any changes to it.
CLR	Erases the button.
TEL#	Programs the key as an autodial number for an internal or an external number. If it is an external autodial number, you have to choose a line, line pool, or the routing table for the call to use.
CHANGE	Used when you are setting up an external autodial number. Press CHANGE until you see the type of line or pool you want the number to use.
FEATR	Press to store a feature code on the button.
FIND	Locates a specific button on a telephone by entering its number. Button numbers are shown in the illustrations.
LIST	Takes you to a list of feature codes. Press [Next] to move through the list and press OK when you see the feature you want to program on the button.

Information about individual displays you may see is described at the end of this section.

Changing User Speed Dial

- Press [Show] at `User Speed Dial`. The display shows the number of speed dial codes that are available.
- Press [Next] to see the first speed dial code (71).
- Press [Next] to move through all the speed dial codes.
- Press [Show] at the code you want to change.
- Press CHANGE and enter the telephone number the same way you would dial it on the telephone.
- Press OK.
- Press [Next] and choose the line (or enter a code for a line pool) the speed dial code should use.

Use the line pool code to select a particular line pool for use with Speed Dial. If you select `Use routing tbl`, a line or pool will be chosen by the routing programming according to the initial digits in the number.

The route you choose for a User Speed Dial code must be one that the telephone can use. For example, if the telephone does not have access to Line Pool B and you use that pool code with the speed dial code, the code will not work.

To change a system speed dial code, see "Adding or changing a system speed dial" on page 14.

Changing Call Log options

- Press [Show] at `Call log opt'ns...`
- Press CHANGE until you see the option you want to use. For Call Log options see "Call Log options" on page 100

Changing how calls are dialed

- Press [Show] at `Dialing opt'ns...`
- Press CHANGE until you see the option you want to use.

Descriptions for dialing options are found on the *Telephone Feature Card*, or see "Changing how you dial your calls" on page 49.

Changing the language used on the display

- Press CHANGE at `Language:` until you see the language you want to use.

For language choices see "Changing the language on the display" on page 108

Making the display lighter or darker

- Press CHANGE at `Display cntrst` until you see the value you want to use.

The display contrast on the telephone you are using for the programming session does not change when you are programming another telephone.

Changing the telephone's ring

- At `Ring type:`, press CHANGE until you see the option you want to use.

Descriptions for ringing options are found on the *Telephone Feature Card* or in "Changing the type of ring" on page 111.

Displays

`10+24 buttons` `FIND`	There are ten memory buttons and twelve dual memory buttons on the telephone you are viewing. Press [Next] to begin looking at what's on each button.
`B01:L06:Line 001` `FIND`	A line appears on the button. You cannot store a feature or number on it.
`B02:ILG 02` `FIND`	An incoming line group appears on the button. You cannot store a feature or number on it.
`B03:#Reply Msg...` `CLR TEL# FEATR`	A feature is stored on this button. Press [Show] to see the feature code. A full list of names and codes for features is included in the index.
`Code:F#65...` `CLR TEL# FEATR`	Shows the feature code stored on a button. Press [Show] to see the button number and feature name.
`B04:160455512...` `CLR TEL# FEATR`	The button has a telephone number stored on it. Press [Show] to see the rest of the number.
`Externl tel #...` `CLR TEL# FEATR`	The autodial is an external number. Press [Show] to see what line or pool the call is programmed to go out on.
`Internl tel #...` `CLR TEL# FEATR`	The autodial is an internal number. Press [Show] to see more information.
`B05:Intercom...` `FIND`	The button is used for intercom. Press [Show] to see more information about the button. You cannot store a feature or number on it.
`B06:Answer 93` `FIND`	The button is used for an Answer DN. You cannot store a feature or number on it.

B07:Blank button CLR TEL# FEATR	Either nothing is stored on the button or you have just cleared the button by pressing CLR.
B10:Handsfree FIND	The button is occupied by the Handsfree feature. You cannot store a feature or number on it.

For other displays, see "Common feature displays" on page 167.

Telephone features

Naming a telephone or a line

You can assign names to identify external lines, target lines, and your co-workers' telephones. During a call, the name (if programmed) is shown on the telephone display instead of the external line number or internal telephone number of the caller. Step-by-step instructions for adding or changing the name of a telephone or a line are in "Changing the name of a telephone" on page 17.

Telephone names and line names can contain both letters and numbers, but cannot be longer than seven characters. You cannot use the # and * symbols.

Tip - *You can give the same name to two or more telephones, or to a telephone and a line in your system. To avoid confusion, avoid such duplication. Use initials, abbreviations, or even nicknames to give each telephone a unique name.*

If automatic telephone relocation is turned on, the name and internal number of a telephone are saved if the telephone is moved within your system.

Moving telephones

If automatic telephone relocation is enabled in programming by your installer or customer service representative, you can move your telephone from one Norstar jack to another without losing any of its custom programming.

Stopping calls from ringing at your telephone using Do Not Disturb (DND) Feature 8 5

Stopping calls

You can stop calls from ringing at your telephone by pressing Feature 8 5.

Only priority calls will ring at your telephone. A line button will flash when you receive a call, but the call will not ring.

Refusing to answer a call

While you are on a call, you can refuse to answer a second call (including a priority call).

- Press Feature 8 5 while your telephone is ringing.

Canceling Do Not Disturb Feature # 8 5

- Press Feature # 8 5.

Displays

Allow calls	Your telephone will receive calls normally.

Using Do Not Disturb

Once you turn Do Not Disturb on, calls will be forwarded to the prime telephone only if there is no other telephone on which the line appears. If there is another telephone that shares the same line, the call may be answered by that person. (The Delayed Ring Transfer feature transfers all unanswered calls to the prime telephone after a specified time.)

Do Not Disturb also prevents voice calls from alerting at your telephone. Voice calls are presented as normal intercom calls.

Using Background Music

Feature 8 6

Listen to music through your telephone speaker by pressing Feature 8 6.

Your installer or service representative makes this feature available to all telephones in programming. You will need to supply a music source, such as a radio, and have it attached to your ICS.

In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors and Publishers or a similar organization if radio or TV broadcasts are transmitted through the Background Music feature of this telecommunication system.
Northern Telecom Inc. hereby disclaims any liability arising out of the failure to obtain such a license.

Turning Background Music off

The music stops automatically if you make or answer a call or if you press Feature # 8 6.

Using the device attached to the internal analog terminal adapter

The internal analog terminal adapter (I-ATA) connects a standard analog voice device (for example, a single-line telephone) or a data communication device (for example, a modem or fax machine) to your Compact ICS. Unlike an external adapter, the I-ATA only supports a device that is located on the same premises as your ICS.

You activate all of the features available from the I-ATA by pressing Link * on your telephone and entering a feature or access code. On some telephones, you use FLASH instead of Link.

If your telephone or device does not have Link, you must use the Hook Switch (located under the handset) to enter feature codes. Press the Hook Switch for approximately half a second, then enter the rest of the code.

To make an external call using the device attached to the I-ATA, you must access an external line. To access an external line, lift the handset and enter the external access code. The external access code is 9 or the number programmed by your installer or customer service representative.

The feature codes for the I-ATA the telephone use [*] and [#]. If your telephone does not have [*], press [1] instead. If your telephone does not have [#], press [3] instead.

To make an external call, lift the handset and enter the external access code followed by the external telephone number. In most cases, the external access code is 9.

Alternate line [Link] [2]
Allows you to switch between using your two intercom paths. When a path is in use, you will hear an error tone informing you that the path is already in use.

Call Forward [Link] [*] [4] Cancel [Link] [#] [4]
Directs your calls to another telephone connected to your Norstar system. Enter the feature code followed by the internal number of the telephone to receive the forwarded calls. Call Forward cannot be used with a telephone that is not connected to your Norstar system.

Call Park [Link] [*] [7] [4]
Parks the call on hold and allows it to be retrieved from any other telephone within the system. After an external call is parked, and is not answered within a specified time, the call returns to the I-ATA. An unanswered intercom call does not return to the I-ATA

The I-ATA can only park calls on X09. X is 1, or the number assigned by your installer or customer service representative as the call park code. You will hear an error tone if you attempt to park a second call while X09 is in use.

Call Pick-up – directed [Link] [*] [7] [6] <plus the ringing number>
Allows you to answer a ringing telephone within your Norstar system.

Call Pick-up – group

Link * 7 5

Allows you to answer a ringing telephone within your Norstar system.

Call Queuing

Link * 8 0 1

Allows you to answer the first incoming external call to your telephone, while you are on a call. All other incoming callers will hear a busy signal unless there is another telephone programmed to ring for the call.

Camp-on

Link * 8 2 <plus internal number>

Allows you to reroute an external call to another Norstar system telephone.

Class of Service password

Link * 6 8 <plus a COS password>

Allows you to override restrictions on the telephone or line using a Class of Service password before you enter the restricted number.

Conference

Link * 3

Allows you to establish a three-way conference between you, one external caller and one intercom caller. To establish a conference call:

- Make or answer the first call.
- Enter Link 2. This automatically puts the first caller on hold.
- Make or answer the second call. If the second caller is busy, replace the handset and enter Link 2 to return to the first caller.
- Enter Link * 3 to complete the conference call.

Conference Hold

Allows you to put the two conferenced callers on hold. The held callers are still conferenced. To put the conference on hold:

- Enter Link 2 to put the two conferenced callers on hold.
- Enter Link 2 to restore the three-way call.

Split Conference

Allows you to alternate between two parties in a three-way conference call. To consult with one caller and put the other caller on hold:

- Enter Link # 3 to split the conference.
- Enter Link 2 to alternate between calls.
- Enter Link * 3 to restore the three-way call.

Disconnecting One Party

Allows you to disconnect one party in a three-way conference call. To disconnect a party:

- Enter [Link] [#] [3] to put one caller on hold. You are connected with the other call.
- Replace the handset.
- Lift the handset and enter [Link] [2]. You are connected with the caller on hold.

Hold

[Link] [2]

Allows you to put an active call on hold and allows it to be picked up from other telephones. When Tones are turned on, a held call reminder tone is heard on external calls only.

Retrieve a call on Hold.

- Enter [Link] [2].

Exclusive Hold

[Link] [*] [7] [9]

Allows you to put an active call on hold and prevents it from being picked up from other telephones. When Tones are turned on, a held call reminder tone is heard on external calls only.

Last Number Redial

[Link] [*] [5]

Automatically dials the last external telephone number you dialed.

Link

[Link] [*] [7] [1]

Generates a Link signal to access non-Norstar features available from other systems or carriers.

Line pools

A line pool allows several telephones to access a group of lines used for outgoing calls. To access a line pool:

- Enter the line pool access code.
  OR
- Enter [Link] [*] [6] [4] <plus the line pool code>.

Messages

[Link] [*] [1] Cancel [Link] [#] [1]

Generates a longer Link signal.Use this feature when you want to release a call from your line but retain the use of the line for another call.

Page

Link * 6 0 <plus code 1-3> <plus zone 0-6>

Allows you to make an announcement to all Norstar telephones programmed to receive a page, as well as any other connected paging equipment. You must enter a paging zone. See "Paging" on page 91 for more information.

Page (Intercom)

Link * 6 1 <plus zone code>

Page (External)

Link * 6 2

Page (Intercom and External)

Link * 6 3 <plus zone code>

Pause

Link * 7 8

Generates a 1.5 second delay in the sequence of numbers you are entering (for Tone or Pulse dialing).

Priority Call

Link * 6 9

Allows you to interrupt an internal call in progress on a Norstar telephone using Voice Call Deny or Do Not Disturb. The calls at the telephone you are calling are automatically put on hold.

Telephones must be programmed to use Priority Call. See "Priority Call" on page 51 for more information.

Privacy

Link * 8 3

Prevents another telephone that shares your line from joining your current call, or permits another telephone that shares your line to join the call.

Ring Again

Link * 2 Cancel Link # 2

Allows you to queue a call to another Norstar telephone that is busy or is not answered, or to a busy line in a line pool. You can only use Ring Again on calls placed on an intercom line. When the telephone is available, you are alerted with one short ring from your telephone.

Reply to a Ring Again signal

To connect with a Ring Again request when you are on a call (or your telephone is off-hook):

- Enter [Link] [2]. This automatically places your call on hold.
- To return to the caller on hold, enter [Link] [2].

To connect with a ring again request when your telephone is on-hook:

- Lift the handset. The Ring Again number is automatically redialed.

If you do not respond to the Ring Again signal within 30 seconds, Ring Again is canceled.

Saved Number Redial

[Link] [*] [6] [7]

Allows you to save an external number while you are on a call or while the called telephone is ringing. To automatically redial the saved number:

- Enter [Link] [*] [6] [7].

System Speed Dial

[Link] [*] [0] <plus the speed dial code>

Allows you to use a speed dial code to quickly dial preprogrammed telephone numbers. See "Using Speed Dial" on page 70 for more information.

You cannot program personal speed dial numbers for the telephone connected to the I-ATA.

Timed Release

[Link] [*] [7] [2]

Generates a longer Link signal. Use this feature when you want to release a call from your line but retain the use of the line for another call.

Transfer

Allows you to transfer a call. To transfer a call you must have an available intercom line.

- Enter [Link] [*] [7] [0].
- Enter the transfer destination number.
- Replace the handset.

To Transfer using Conference

- Enter [Link] [2].
- Make the second call.
- Enter [Link] [*] [3].
- Replace the handset.

Trunk Answer

[Link] [*] [8] [0] [0]

Allows you to pick up a ringing external call on a line for which Ringing Service is turned on.

Voice Call [Link] [*] [6] [6] <plus the intercom number>
Allows you to make a voice announcement or begin a conversation through the speaker of a Norstar telephone without making the telephone ring.

Using a data communication device with the I-ATA

The internal analog terminal adapter (I-ATA) can connect a data communication device such as a fax machine, modem or answering machine to the Compact ICS. In some cases, these devices require additional programming to work properly.

Turning off tones that can interfere with data transmissions

The tones used for Held Line Reminder, Call Waiting, and Ring Again can disrupt the operation of a device or the transmission of data. Lift the handset and enter [Link] [*] [8] [0] [9] to turn these tones off for the device. Enter [Link] [#] [8] [0] [9] to turn the tones back on.

Programming answering machines or modems to answer calls automatically

The device connected to the Compact ICS using the I-ATA can ring for an external line, or be set up to ring when Ringing Service (Night Service) is turned on. Contact your installer or customer service representative to have these features programmed for your system.

Using the I-ATA with modems and fax machines

The I-ATA is designed to be compatible with commercial fax and and modem equipment. The Compact ICS has been shown to support data transmission rates of up to and including 28.8 kilobits per second (Kbps).

The maximum data transmission rate is subject to the quality of the end-to-end channel and cannot be guaranteed.

Troubleshooting for the device attached to the I-ATA

Check the following before you call a repair person:

- Check to see that the data parameters (for example, Parity or Baud Rate) are set correctly.
- Ensure that tones are turned off for the I-ATA using Link * 8 0 9 .
- Make sure you are dialling out on an intercom or external line. Use Link 2 to choose an alternate line. Contact your installer or customer service representative to change the prime line for the telephone or device.
- Substitute a single-line telephone for your data communication device. If you receive a dial tone on the single-line telephone, the problem might be with the data communication device.

ISDN terminals and services

Integrated Services Digital Network (ISDN) technology provides a fast, accurate and reliable means of sending and receiving data, image text and voice information through the telephone system.

By using Basic Rate Interface (BRI), your ISDN service allows for faster transmission speeds and the addition of a variety of powerful business applications, including remote LAN access, videoconferencing, file transfer and Internet access.

Your Compact ICS supports up to 8 Basic Rate Access loops (four 2B+D channels) that can be used for fully digital connections to ISDN networks and devices. Loops are connections between the ICS and devices or between the ICS and the network.

Each loop provides two separate B-channels that can be used to make two simultaneous voice or data calls, or one data call and one voice call.

Your installer configures your ISDN services and terminal equipment.

ISDN applications

ISDN terminal equipment delivers a wide range of powerful business applications:

Videoconferencing and video telephony

Videoconferencing offers instant visual and audio contact between distant parties using either studio-based or desktop ISDN terminals.

Desktop conferencing

ISDN allows computer users in distant locations to share and edit any image, data or text file on their own computer screens while they discuss the information.

File transfer

The ISDN network allows you to transfer files containing data, text, images, data, or audio clips, faster and cheaper than with a conventional modem.

Telecommuting

Convenient retrieval, processing and storage of files is possible for the employee working at home by using ISDN lines to give high-speed access to information resources at the office.

Group 4 fax

ISDN fax applications save money by increasing both transmission speed and the quality of resolution.

Remote LAN access

ISDN provides an affordable and fast means for employees at remote sites (at home or branch offices) to access local area networks (LANs).

Leased line backup

Essential backup for leased lines can be provided using ISDN as required, rather than duplicating costly permanent leased lines.

LAN to LAN bridging

Local area network (LAN) bridge/routers allow flexible interconnection between LANs using ISDN, with charges only incurred when information is actually transmitted.

Broadcasting

By using ISDN and digital codecs (an analog to digital interface), broadcasters can transmit music, news, or commentaries with superior clarity.

Video surveillance

Dial-up access using videocodecs (an analog to digital interface) provides advanced surveillance on demand.

Internet and database access

The fast call set up and high bandwidth of ISDN are ideal for accessing information services such as the Internet and databases.

ISDN network features

Selected ISDN network features can be used from a Norstar telephone. Your central office switch (ISDN network) determines which features are available to you.

Nortel DMS-100 switch

Call Forward

Call Forward lets you forward your calls to an external telephone number.

- Select an ISDN line by selecting a line button, a line pool, or the Handsfree button, or by lifting the handset (if an ISDN line is your prime line).
- Press [*] [7] [2]. Listen for three tones followed by dial tone.
- Enter the internal number of the telephone to which you want your calls forwarded. If the call is answered, stay on the line for at least five seconds to activate the Call Forward feature.

Canceling Call Forward

- Select an ISDN line by selecting a line button, a line pool, or the Handsfree button, or by lifting the handset (if an ISDN line is your prime line).
- Press [*] [7] [3]. Listen for a series of tones.
- Press [Rls].

AT&T (Lucent) 5ESS switch

Call Forward

Call Forward lets you forward your calls to an external telephone number.

- Select an ISDN line by selecting a line button, a line pool, or the Handsfree button, or by lifting the handset (if an ISDN line is your prime line).
- Press [*] [5] [0]. Listen for three tones followed by dial tone.

- Enter the internal number of the telephone to which you want your calls forwarded. If the call is answered, stay on the line for at least five seconds to activate the Call Forward feature.

Canceling Call Forward

- Select an ISDN line by selecting a line button, a line pool, or the Handsfree button, or by lifting the handset (if an ISDN line is your prime line).
- Press [*] [5] [1]. Listen for a series of tones.
- Press [Rls].

Calling the number your calls are forwarded to

- Select an ISDN line by selecting a line button, a line pool, or the Handsfree button, or by lifting the handset (if an ISDN line is your prime line).
- Press [*] [5] [6].

Siemens EWSD switch

Automatic Call Back

If you call a number and it is busy, press [*] [6] [6] to receive a distinctive ring at your set when the line becomes available for calls.

Automatic Recall

Automatic Recall lets you automatically dial the number of the last call you received. You may not see the number on the display if the information is not available from your service provider, or you do not have Caller ID as part of your ISDN service.

- Press [*] [6] [9].

Call Forward

Call Forward lets you forward your calls to an external telephone number.

- Select an ISDN line by selecting a line button, a line pool, or the Handsfree button, or by lifting the handset (if an ISDN line is your prime line).
- Press [*] [7] [2]. Listen for three tones followed by dial tone.

- Enter the internal number of the telephone to which you want your calls forwarded. If the call is answered, stay on the line for at least five seconds to activate the Call Forward feature.

Canceling Call Forward

- Select an ISDN line by selecting a line button, a line pool, or the Handsfree button, or by lifting the handset (if an ISDN line is your prime line).
- Press [*] [7] [3]. Listen for a series of tones.
- Press [Rls].

Using System features

Using alternate or scheduled services

There are three types of Services to make your Norstar system handle calls differently on different days and at different times of the day: Ringing service, Restriction service and Routing service.

Each of the three services, and the six schedules available to each service, are customized for you by your installer or customer service representative. They program which telephone is used to turn Services on and off, and display what Services are in use. This is called the control telephone.

Preventing certain calls from being made

Restriction service prevents a user from making certain kinds of calls from a telephone or from lines that are available at the telephone. The restrictions are programmed by your installer or customer service representative.

Making additional telephones ring

Ringing service makes additional telephones ring for incoming calls on external lines. For instance, all incoming external calls can also ring at a security guard's telephone during the night, or calls to one attendant can also ring at another attendant's telephone during lunch. It does not suppress your normal ringing assignment.

Changing the lines used by outgoing calls

Routing service allows you to assign alternate routes to calls. In this way you can take advantage of lower costs available on particular routes on certain days and at certain times. Both the regular and alternate routes are programmed by your installer or customer service representative.

Turning Services on and off

The master control for how different services and their schedules are used by your system is in programming. There are three settings: Manual, Automatic and Off.

- Manual allows you to turn the service on and off at any time from a control telephone using a feature code.
- Automatic allows you to use the preassigned stop and start time for a service. You are still able to start and stop the service by entering the appropriate feature code at a control telephone. If you select this setting, you will use the start and stop times programmed by your installer or customer service representative.
- Off prevents the service from being activated.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Next] twice.
4. Press [Show] at `Services`.
5. Press [Next] until you see the Service you want to program.
6. Press [Show] and [Next] until you see the schedule you want to program.
7. Press [Show] and use CHANGE to select the setting that will work best for your office: Off, Manual or Automatic.

Each schedule can have its own configuration of a Service which works independently of automatic start and stop times. For example, there may be a version of Restriction service called Night Schedule that prevents anyone from making long distance calls. But calling it Night Schedule does not mean it can only be used with a schedule. You can turn the Night Schedule for Restriction Service on or off as needed any time of the day or night. If you decide to run a service on a schedule, the system will use the start and stop times used for that schedule.

An example of how to turn on a Service manually

You may have Ringing service (your night service) set up to run according to the Night Schedule. You may decide you want that ringing arrangement to come into effect only when it is turned on and off manually.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Next] twice.
4. Press [Show] at `Services`. The display shows `Ringing Service▶`.
5. Press [Show]. The display shows `Sched:Night▶`.
6. Press [Show] and use CHANGE to set the Service to `Manual`.

Night Schedule for Ringing Service will no longer follow the schedule but can be turned on and off by using the feature code and selecting Night Ringing. See "Turning Services on and off using feature codes" on page 139.

Turning Services on and off using feature codes

The master control for services is in programming, see"Turning Services on and off" on page 137. Day-to-day use of Services is controlled using the following feature codes.

[Feature] [8] [7] [1]	Turns on Ringing service. When used at the direct-dial telephone, it also activates the alternate direct-dial telephone (extra-dial telephone).
[Feature] [#] [8] [7] [1]	Turns off Ringing service.
[Feature] [8] [7] [2]	Turns on Restriction service.
[Feature] [#] [8] [7] [2]	Turns off Restriction service.
[Feature] [8] [7] [3]	Turns on Routing service.
[Feature] [#] [8] [7] [3]	Turns off Routing service.

To turn a Service on

- Enter the appropriate feature code from a control telephone.
- For Restriction and Routing service you also have to enter the System Coordinator or Basic password.
- Press NEXT to move through the schedules until the display shows the version of the service you want to be turned on.
- Press OK to select the setting, or press QUIT to exit the feature without making any changes.

To turn a Service off

- Enter the appropriate feature code from a control telephone.
- For Restriction and Routing service you also have to enter the System Coordinator or Basic password.

Do not confuse activating Normal service with canceling a Service.

Setting a Service to Normal is not the same as canceling a Service using a feature code. If you set the Service to Normal, the normal version of a Service overrides any automatic schedule and remains in effect until you manually cancel it. If you cancel the Service, you return to the automatic schedule.

Viewing the active Services from a two-line display telephone

When a Service is active, the control telephone display reads `Services ON`.

- Press LIST. The display shows the first active Service and the schedule that is in use.
- If there are several active Services, press NEXT to see them all.
- Press EXIT to exit the feature.

Viewing the active Services from a one-line display telephone

- Press [Feature] [8] [7] [0]. The display shows the first active Service.
- Press [#] to move through the active schedule.
- Press [Rls] to exit.

Displays

<Sched> Restr'n EXIT NEXT	You are viewing the active Services. Press [#] or NEXT to see the other active Services. Press [Rls] or EXIT to quit.
<Sched> Restr'n QUIT OK NEXT	The name of the current Restriction service schedule is displayed. Press [#] or NEXT to see the other Ringing service schedules. Press [Hold] or OK to select the desired schedule.
<Sched> Ringing EXIT NEXT	You are viewing the active Services. Press [#] or NEXT to see the other active Services. Press [Rls] or EXIT to quit.
<Sched> Ringing QUIT OK NEXT	The name of the current Ringing service schedule is displayed. Press [#] or NEXT to see the other Ringing service schedules. Press [Hold] or OK to select the desired schedule.
<Sched> Routing EXIT NEXT	You are viewing the active Services. Press [#] or NEXT to see the other active Services. Press [Rls] or EXIT to quit.
<Sched> Routing QUIT OK NEXT	The name of the current Routing service schedule is displayed. Press [#] or NEXT to see the other Routing service schedules. Press [Hold] or OK to select the desired schedule.
<Sched> until * QUIT OK NEXT	Press [Hold] or OK to select this schedule, [#] or NEXT to see the next available schedule, or [Rls] or QUIT to exit. If you select this schedule, it will be in effect until the next automatic schedule takes effect.

No services ON	You have entered the Show Services feature code and there is no active Service.
Services ON MODES	There is a Service active in your system. Press * or LIST to view the active Services.

For other displays, see "Common feature displays" on page 167.

Services that have been turned on automatically are indicated by an asterisk (*) before the name on the display. You can neither manually activate nor cancel scheduled services, although you can override them by manually turning on another schedule.

The control telephone can override Services that are turned on and off according to a schedule at any time by entering a Services feature code, and selecting a different schedule. This override remains in effect until it is canceled. If you select a schedule with an asterisk (*), the next automatic service schedule comes into effect at the programmed time.

Direct-dial calls to a direct-dial telephone ring at the extra-dial telephone (the extra-dial telephone is designated by your installer or customer service representative) only when you enter the Ringing service feature code (Feature 8 7 1) at that direct-dial telephone. Note that only the extra-dial telephone is activated, not the actual Ringing service (unless that direct-dial telephone is also a control telephone).

Tip - *Norstar provides six service schedules named Night, Lunch, Evening, Sched 4, Sched 5, and Sched 6. Your installer or customer service representative can change these names to suit your business.*

Using passwords

Your passwords prevent unauthorized or unintentional changes to your Norstar system. To keep your telephone service secure, distribute the password only to selected personnel or make use of the basic password described below. Record your password in a secure place and change it periodically.

If you forget the administration or basic passwords, you cannot do any programming. Call your customer service representative or service department to assign a new password.

The password is a one to six-digit number.

The default System Coordinator password is [A] [D] [M] [I] [N], which is the same as [2] [3] [6] [4] [6].

One password cannot be a subset of another one. For example, you cannot have 123 and 12345.

Using a Basic password

In addition to a System Coordinator password, there is a Basic password. This lets you delegate some of the duties of being a system coordinator to someone else without allowing access to sensitive programming.

The default Basic password is [B] [A] [S] [I] [C] or [2] [2] [7] [4] [2].

You can enter the Basic password after the following feature codes:

- [Feature] [*] [*] [U] [S] [E] [R] (User Preferences)
- [Feature] [*] [*] [T] [I] [M] [E] (to change the system time and date)
- [Feature] [*] [8] [3] [1] (turn System Answer on or off)
- [Feature] [*] [8] [3] [2] (turn Custom Call Routing on or off)

Because the Basic password can be used to change the time, you should give it out with care and change it when necessary (for example, when an employee leaves the company). If restrictions, routing or other services operate on a schedule, changing the time can allow someone to bypass the programming.

Changing passwords

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).

3. Press [Next] four times.
4. Press [Show] at Passwords.
5. Press [Next] until you see Progrming pswds ▶.
6. Press [Show].
7. Press [Next] until you see the name of the password you want to change.
8. Use [Show], CHANGE and the dial pad to enter the new password. Press OK to accept the new password.

You cannot erase or eliminate the need for programming passwords.

Clearing a Call Log password

If an individual has forgotten their Call Log password, you can clear it in programming. The individual can then enter a new password from his or her telephone.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Next] four times.
4. Press [Show] at Passwords.
5. Press [Show] and enter the internal telephone number of the telephone where you wish to clear the Call Log password.
6. Press [Show], then press CLR to clear the password.

Using special telephones

Direct-dial

You can reach the direct-dial telephone by dialing a single digit. The direct-dial telephone is usually in a central location, such as a attendant's desk. It is usually the prime telephone or the central answering position (CAP).

The direct-dial telephone can send up to 30 messages and can invoke Services to activate the extra-dial telephone.

You cannot forward calls to a direct-dial telephone that is outside your Norstar system. See "Making changes to Call Forward No Answer" on page 21.

Changing the direct-dial telephone assignments

Your installer or customer service representative sets up the direct-dial telephone.

You can change which direct-dial telephone a telephone is assigned to, or assign it no direct-dial telephone.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] at `Terminals&Sets`.
4. Enter the internal number of the telephone you wish to program and press [Show]. The display reads `Capabilities`.
5. Press [Show].
6. Press [Next] until the display reads `D-Dial`.
7. Press CHANGE to select either `Set1` or `None`.

Any number of telephones can be assigned to call the direct-dial telephone.

Tip - *The digit you dial in order to get the direct-dial telephone to ring can be programmed by your installer or customer service representative*

Hotline

A hotline telephone calls a preset internal or external telephone number when you pick up the receiver of a hotline telephone (or press [Handsfree Mute]).

Tip - *Label the telephone to inform anyone using it that Hotline is active.*

Bypassing a Hotline

Press a line button, or use the Pre-Dial or Automatic Dial feature before you pick up the receiver or press [Handsfree Mute] on a hotline telephone. See the *Telephone Feature Card* or see "Changing how you dial your calls" on page 49.

Making a telephone a hotline telephone

You can set up a telephone as a hotline.

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press [Feature] [*] [*] [2] [6] [6] [3] [4] [4].
2. Press [2] [3] [6] [4] [6] (the default System Coordinator password).
3. Press [Show] at `Terminals&Sets`.
4. Enter the internal number of the telephone you wish to program and press [Show]. The display reads `Capabilities`.
5. Press [Show].
6. Press [Next] until the display reads `Hotline`.
7. Press CHANGE to select the type of call the hotline will make: `None`, `Intrnl`, or `Extrnl`.

Internal assigns an internal number.

External assigns an external number. If you select an external number, you can also select the line on which the call is made: the prime line, an external line, a line in a line pool, or a line selected by

the routing table. If you select a line pool, you will have to specify the line pool access code. If you select the routing table, the number dialed is treated as a destination code and is routed according to the routing tables.

A telephone's prime line, line pool access codes, and access to a line pool can be programmed by your installer or customer service representative.

Control telephone

The control telephone lets you place the telephones and external lines for which it has responsibility into and out of service schedules. See "Using alternate or scheduled services" on page 137.

Using Set lock

Set lock limits the ways in which you can customize your telephone. There are three levels of Set Lock: Full, Partial, or no set lock. With no set lock, you have access all features on your telephone.

Partial prevents:

- programming autodial buttons
- programming user speed dial numbers
- programming feature buttons
- moving line buttons
- changing the display language
- changing dialing modes (Automatic Dial, Pre-Dial, and Standard Dial)
- using Voice Call Deny
- saving a number with Saved Number Redial

Full, in addition to the restrictions outlined for Partial lock, prevents:

- changing Background Music
- changing Privacy
- changing Do Not Disturb
- using Ring Again
- using Call Forward all calls
- using Send Message
- using Trunk Answer
- activating Services

Changing Set Lock programming for a telephone

You will need the programming template found at the front of this guide. See Getting Started for more information.

- Press Feature * * 2 6 6 3 4 4 .

- Press 2 3 6 4 6 (the default System Coordinator password).
- Press Show and enter the internal number of the telephone you wish to program.
- Press Show.
- Press Next three times. The display shows Restrictions.
- Press Show twice.
- Press CHANGE to choose Full, Partial, or None.

Using an auxiliary ringer

An auxiliary ringer is a separate device that has to be connected to Norstar.

Turning the auxiliary ringer for a telephone on or off

You will need the programming template found at the front of this guide. See Getting Started for more information.

1. Press Feature * * 2 6 6 3 4 4.
2. Press 2 3 6 4 6 (the default System Coordinator password).
3. Press Show at Terminals&Sets.
4. Enter the internal number of the telephone you wish to program and press Show. The display reads Capabilities.
5. Press Show.
6. Press Next until the display shows Aux. ringer.
7. Use CHANGE to select Y (Yes) or N (No).

Your installer or customer service representative can program the auxiliary ringer to start ringing for incoming lines as part of Ringing Service.

Using Host System dialing signals

You can access host systems, such as private branch exchanges (PBX) from Norstar by using host system signaling features (also known as end-to-end signaling). These features either send a special signal to the host system or allow you to program delays

required by host systems in external autodial or speed dial sequences.

Link

Feature 7 1

If your Norstar system is connected to a private branch exchange (PBX), you can use a Link signal to access special features. On some telephones, Link is called FLASH.

The Link signal can also be included as part of a longer stored sequence on an external autodial button or in a speed dial code. The Link symbol (F) uses two of the 24 spaces in a dialing sequence.

Preventing a telephone from using Link

Link can be restricted at individual telephones.

You will need the programming template found at the front of this guide. See Getting Started for more information.

- Press Feature * * 2 6 6 3 4 4.
- Press 2 3 6 4 6 (the default System Coordinator password).
- Press Show and enter the internal number of the telephone you wish to program.
- Press Show.
- Press Next three times. The display shows `Restrictions`.
- Press Show twice.
- Press Next three times. The display shows `Allow link:`.
- Press CHANGE to choose `Y` (Yes) or `N` (No).

Tip - *If your Norstar system is connected to a private branch exchange (PBX), program Link onto a memory button for one-touch access.*

Pause

Feature 7 8

The Pause feature enters a 1.5 second delay in a dialing sequence on an external line. This is often required for signaling remote devices, such as answering machines, or when reaching through to PBX features or host systems.

You can program more than one pause in an external autodial or speed dial sequence.

The Pause symbol (P) uses one of the 24 spaces in a dialing sequence.

For pulse dialing, * inserts a 1.5 second pause into the dialing sequence.

Long Tones

Feature 8 0 8

The Long Tones feature lets you control the length of a tone so that you can signal devices such as fax or answering machines which require tones longer than the standard 120 milliseconds.

- While on a call, press Feature 8 0 8.
- Press the dial pad buttons to produce the appropriate tones. Each tone sounds for as long as you hold down the button.

Long tones can be used on any call except a conference call. You can use internal lines of the Norstar system to activate a device connected to an analog terminal adapter (ATA) in another area of your office, or external lines to access devices outside the Norstar system.

Displays

Long Tones:	At the appropriate time, press any dial pad button. Hold each button down for as long as necessary. Press Feature or Hold to cancel Long Tones.

Programmed Release

Feature * 8 9

The Programmed Release feature performs same function as Rls in a programmed dialing sequence. When the system encounters

Programmed Release in a dialing sequence, it stops dialing and hangs up the call.

The Programmed Release symbol (▪▪) takes up two of the 24 spaces in a programmed dialing sequence.

The system will ignore any digits or commands that follow a Programmed Release in a programmed dialing sequence.

Run/Stop

Feature * 9

Run/Stop inserts a break point into a sequence of dialed numbers or characters used for automatic dialing. This may be necessary when you are connecting to a PBX or similar host system.

For example, you can call a company with an automated attendant that instructs you to dial the internal number you need. You can program the company number, a Run/Stop, then the internal number on one external autodial button. Press the autodial button once to dial the company number. When you hear the automated attendant, press the autodial button again to dial the internal number.

The Run/Stop symbol (▪) uses one of the 24 spaces in an autodial or speed dial sequence.

You can include up to three Run/Stop commands in a dialing string. The system will ignore a fourth Run/Stop, and any digits or commands that follow it in a programmed dialing sequence.

Wait for Dial Tone

Feature 8 0 4

Wait for Dial Tone causes a sequence of numbers to pause until dial tone is present on the line before continuing to dial. This is useful if you must dial a remote system and then wait for dial tone from that system before dialing the rest of your number.

The Wait for Dial Tone symbol (▪▪) uses two of the 24 spaces in an autodial or speed dial sequence.

Displays

`Invalid code`	You have entered a code that can only be used in a programmed autodial or speed dial sequence, not on a call you dial directly. Programmed Release and Run/Stop are for use in programmed dialing sequences only.

Using pulse dialing for a call

If your external telephone lines use pulse dialing, you can temporarily switch to tone dialing by pressing [#] after selecting the line. Tone dialing lets your Norstar telephone communicate with devices and services that respond to tone signals, such as automatic switchboards, and fax or answering machines.

Using your Norstar system from an external location

You can use the lines and some of the features of a Norstar system from outside the system. You can do this over the public telephone network when you are away from the office, or you can call from another system, over a private network.

An example of how remote access works is a sales representative who spends a lot of time out of the office needs to make long distance calls to the European office. Your Norstar system has a leased line to Europe with reduced transatlantic charges. You provide that sales representative with a Class of Service password that gives access to the transatlantic line. The sales representative can then telephone into the Norstar system from a hotel, enter their Class of Service password, and use the leased transatlantic line to make calls.

Remote users can access Norstar lines, line pools, the page feature, and remote administration (if enabled through Software Keys). The exact facilities available to you through remote access vary depending on how your installer or customer service representative set up your system.

Controlling access to your Norstar system

It is important to maintain the security of your Norstar system by limiting access to authorized users and limiting those users to the features they need.

Remote users can make long distance calls.

Remember that a remote user can make long distance calls that will be charged to your company and can make page announcements in your office.

Direct inward system access (DISA)

Control access to your Norstar system with direct inward system access (DISA). Access to your Norstar system from the public telephone network should always be controlled with DISA. If your installer or customer service representative programs the line used for remote access to answer a call automatically and wait for a DISA internal number, callers will hear a stuttered dial tone and must enter a Class of Service password before they are allowed into the system.

Class of Service (COS)

To control the level of telephone service a remote user can access, your installer can assign a remote filter and remote package to the line used for remote access. The remote filter restricts the numbers that can be dialed on the line, and the remote package restricts the use of line pools and the page feature. To change the restrictions for the line, the user can enter their Class of Service (COS) password when the system answers with DISA, or can dial the DISA internal number and enter their Class of Service password.

Maintaining security

To maintain the security of your system, the following practices are recommended:

- Warn anyone to whom you give the remote access number to keep it confidential.
- Change Class of Service passwords often.
- Warn anyone to whom you give a Class of Service password to remember it and not to write it down.

- Remove the Class of Service password of anyone who leaves your company.

Accessing Norstar remotely over the public network

- Dial the Norstar system's remote access number.
- When you hear a stuttered dial tone, enter your COS password.
- Wait for the system dial tone.

If your system is using System Answer or CCR, you may also enter the DISA number or Auto DN once your call has been automatically answered by one of the features.

To use the system remotely, you must use a telephone with tone dialing to call the system.

Remote access is possible only on lines that your installer or customer service representative programs to auto-answer calls.

To use features on a remote Norstar system, press [*] followed by the feature code. Even if you are calling from a Norstar system, press [*] instead of [Feature].

In certain situations, you may experience lower volume levels when using Norstar remotely.

Tones

You may hear some of the following tones while accessing Norstar remotely.

Tone	What it means
Busy tone	• Dialed a busy line pool access code. You will hear system dial tone again after 5 seconds.
Norstar system dial tone	You may use the Norstar remotely.

Fast busy tone	You have done one of the following • Entered an incorrect COS password. Your call will be disconnected after five seconds. • Taken too long while entering a COS password. Your call will be disconnected after five seconds. • Tried to use a line pool or feature not permitted by your Class of Service. You will hear system dial tone again after five seconds. • Dialed a number in the Norstar system which does not exist. Your call will be disconnected after five seconds.
Stuttered dial tone	Enter your COS password.

Using Class of Service (COS) passwords

Class of Service passwords permit controlled access to a system's resources both by internal and remote users. When you enter a Class of Service password at a telephone, the restriction filters associated with your Class of Service password apply, rather than the normal restriction filters. Similarly, when a remote user enters a Class of Service password on an incoming auto-answer line, the restriction filters and remote package associated with their Class of Service password apply, rather than the normal restriction filters and remote package. COS passwords are programmed by either your customer service representative or installer.

Users should memorize their COS passwords instead of writing them down. Employees' COS passwords should be deleted when they leave the company. Typically, each user has a separate password. Several users can share a password or one user can have several passwords.

Changing your Class of Service

Feature 6 8

You must enter a Class of Service password each time you wish to make a call that is normally restricted on a line or telephone.

To change the restriction filters on a line or telephone:

- Press Feature 6 8.
- Enter your six-digit COS password.

COS passwords lets you define individual passwords and determine the restriction filters, and remote package associated with each.

Tip - *If you use your Norstar system from outside the office, you may have to enter a Class of Service password to gain access to the system. See "Using your Norstar system from an external location" on page 152.*

Displays

	(Blank display) Enter your password. It will not be shown on the display.
`Invalid Password`	You have entered a password that is not programmed into your system.

General System features

The following features are available for the entire Norstar system.

Disconnect supervision

When Disconnect Supervision is assigned to a line, the Norstar system monitors it to detect if an external caller hangs up. This allows the system to release the line for other uses. Your installer or customer service representative assigns disconnect supervision.

Incoming line groups

Lines can be assigned to an incoming line group to provide line concentration for incoming calls. You can then assign the incoming line group to appear at a telephone rather than each individual line. This frees up memory buttons for programming features or autodial numbers.

You can assign the same incoming line group to several telephones.

You answer calls on an incoming line group in the same way as you answer calls on a line.

Internal numbers

Each telephone in the Norstar system has its own internal number. The length of internal numbers in your system can be from two to seven digits. All numbers in your system are the same length. Your installer or customer service representative sets the length of internal numbers (also called the DN length).

To find out your internal number, use the Button Inquiry feature (Feature * 0) on an intercom button. On the M7100 telephone, Button Inquiry shows your internal number followed by the function assigned to your single-memory button.

Line assignment

Any of the lines in your system can be assigned to any of your telephones. Your installer or customer service representative assigns lines to telephones in Configuration programming.Lines can be assigned to appear only, appear and ring, or to ring only.

Usually, only the lines that are appropriate for a particular person appear at that person's telephone. When a line is assigned to a telephone it is automatically given a line button on that telephone, if a button is available. The M7100 telephone has no line buttons for its lines.

Calls on lines that ring but do not appear at a telephone are presented at an intercom button.

You may be able to answer a call on a line that does not appear or ring at your telephone. To pick up such a call, use Call Pickup, Call Park, or Trunk Answer.

A telephone may have buttons assigned for lines 001 to 003, but have only lines 001 and 002 programmed to ring as well. An incoming call on any of the three lines causes a line button indicator to flash, and the telephone can be used to answer the call. This is especially useful for people who monitor other telephone lines, but want only their own lines to ring.

Target line

A target line is used to route a call directly to a particular telephone or group of telephones. Target lines are only used for incoming calls. A single incoming line may provide connections to several different target lines. This allows each person or department in the office to have their own number without having a separate external line for each number.

Line pools

A line pool allows each telephone access to external lines from a group (or pool) of external lines. You can access such lines by pressing an intercom button and entering a line pool access code or by pressing a memory button programmed with the line pool feature code and a line pool access code.

Overflow call routing

If a call comes in for a target line that is busy, Norstar routes the call to the prime telephone for that target line. If there is no prime telephone assigned to the target line or if a call cannot be directed to a target line, the call goes to the prime telephone for the external line used.

Overflow routing for incoming calls is used with the Routing Service programmed by your installer. A Service must be active for overflow routing to be in effect. Overflow routing is not available in normal service.

M7100 telephone

Because the M7100 telephone does not have line buttons, it sometimes works slightly differently from other Norstar telephones. Where other telephones can require that you select a line button to answer a call, on the M7100 telephone you simply pick up the receiver. Where other telephones require you to select a line button to take a call off hold, you press [Hold] on the M7100 telephone.

On M7100 telephones, you can answer a second call by pressing [Hold]. Your active call is put on hold and you are connected to the waiting call. You can have no more than two calls at a time.

The M7100 telephone cannot have a [Handsfree Mute] button. When applicable, special instructions for the M7100 telephone are included with each feature description.

Memory buttons

Memory buttons are the buttons with indicators on the M7208, M7310, and M7324 telephones, and the dual buttons without indicators on the M7310 telephone. There is also a single memory button, without an indicator, on the M7100 telephone. Memory buttons can be used as answer, autodial, line, incoming line group,

and programmed feature buttons. Line, incoming line group, intercom and answer buttons must have indicators.

One-line display

The M7100 and M7208 telephones have a one-line display. Other Norstar telephones have a second line on the display which shows the functions of the three buttons directly below it.

Some display buttons, such as TRANSFER and ALL, are simply shortcuts which are not available on a one-line display.

Other display buttons, such as OK and SHOW, perform essential functions. For a one-line display telephone, use the following buttons instead of these display buttons.

Substitutes for display buttons

Display button	Dial pad button
OK	Hold
QUIT	Rls
ADD	*
SHOW	#
CANCEL	#
VIEW	#
OVERRIDE	#
BKSP	◄) ►

All displays listed in this book are shown as they appear on the two-line display.

Prime line

Your telephone can be programmed to select an internal or external line or a line pool automatically whenever you lift the receiver or press Handsfree Mute. This is your prime line.

Private lines

A private line is exclusive to a particular telephone. Calls that are put on hold or left unanswered on a private line cannot be picked up at any telephone except the prime telephone.

Volume bar

The volume bar controls the volume of the receiver, telephone ringer, handsfree speaker, and headset. Press either end of the volume bar to adjust the volume.

Wall mounting

Norstar telephones can be mounted on a wall. Contact the installer or customer service representative if you wish to have any telephones in your system wall-mounted.

Troubleshooting

Using the alarm telephone

An alarm telephone displays Norstar's system alarm codes, should they occur. It is a Norstar telephone with a two-line display (M7310 or M7324 telephones) that the installer or customer service representative has assigned as an alarm telephone.

Reporting and recording alarm codes

If an alarm message appears on the alarm telephone's display

- record the alarm number
- press TIME and record the time displayed
- call your installer or customer service representative and report the alarm code
- after speaking to your installer or customer service representative, press CLEAR

Displays

Alarm: 61-4-2 TIME CLEAR	Report this alarm and the time it occurred to your installer or customer service representative.

Testing the telephone

If you suspect something is wrong with a button, the speaker, the displays, or some other part of the Norstar telephone hardware, you can do a quick test to see which part of the telephone is broken.

Tip - *Ensure that the function of a button matches its label by pressing* [Feature] [*] [0] *and then the button to see its function.*

You can end the telephone testing session anytime by pressing [Rls] *or* [Feature] *unless you are testing those buttons. The test feature will time-out after 30 minutes of no activity.*

Testing the telephone display

Use a display test if you suspect that one of the indicators on the telephone is not working.

`Display test` is the first display you will see after pressing [Feature] [8] [0] [5].

Press TEST or [Hold] to go ahead with a display test.

Adjust the contrast for the telephone display so you will be able to see the test results clearly. Enter a number to change the contrast or press DOWN and UP.

Press OK or [Hold] to go ahead with the test.

During the test, the display should be filled with solid, dark blocks and all the indicators next to the buttons on the telephone should be turned on. Any Busy Lamp Field (BLF) or CAP modules that are attached to the telephone should also be completely lit. You will lose any information that was showing on the BLF before the test started.

Pressing any button ends the test.

Testing the telephone buttons

- Press [Feature] [8] [0] [5], then [#] or NEXT.
- Press TEST or [Hold] to go ahead with a button test.
- Press button to see its function. If the button you pressed uses an indicator, it should also turn on when you test the button.
- Pressing the [Rls] button puts `Rls button` on the display briefly and returns you to the `Button test` display.

Testing the speaker in the telephone handset

The handset test is not available if you have a headset plugged into the telephone.

- Press [Feature] [8] [0] [5], then [#] or NEXT twice. The display shows `Handset test`.
- Press TEST or [Hold] to go ahead with a handset test.

- Pick up the handset and listen. You should hear dial tone through the handset at a maximum volume. The volume is reset to maximum only while the test is going on.

Pressing any button or hanging up ends the test.

Testing the telephone headset

The headset test is not available to telephones that do not have a headset jack or a headset plugged in.

- Press [Feature] [8] [0] [5], then [#] or NEXT until the display shows `Headset test`.
- Press TEST or [Hold] to go ahead with a headset test.

You should hear dial tone through the headset. The volume will be reset to a default level during the test.

Pressing any button ends the test.

Testing the telephone speaker

- Press [Feature] [8] [0] [5], then [#] or NEXT until the display shows `Speaker test`.
- Press TEST or [Hold] to go ahead with a speaker test.

You should hear page tone through the telephone speaker at the maximum volume. The volume returns to its previous setting when you end the test.

Pressing any button ends the test.

Testing the power supply to a telephone

- Press [Feature] [8] [0] [5], then [#] or NEXT until the display shows `Power test`.
- Press TEST or [Hold] to go ahead with a power supply test.

You should see all the indicators on the telephone go on and hear ringing at maximum volume. When the test has ended, the display should briefly show `Power OK`.

The test lasts for five seconds or until you press a button.

Common feature displays

You may see the following displays when you use a feature.

Access denied	Someone is already using programming, or the feature you are trying to use is not compatible with the configuration of the telephone or line.
Denied in admin	You have tried to use a feature, but you have not been given access to it in administration programming.
Feature timeout	You have taken more than 15 seconds to press a button in response to a display.
Inactive feature	You have entered a feature code that is used by an application program that your system does not have.
Invalid code	You have entered an invalid feature code.
Not available	You have tried to use a feature that is not available in the present setup of your Norstar system.
Set locked	You cannot use the feature you have chosen because your telephone is locked. See "Using Set lock" on page 147.
1234567890123... VIEW→ OK	Press [#] or press VIEW→ or ←VIEW to view a number that is too long to fit on the display. Press [Hold] or OK when you are finished.
S	This indicates a long distance call. (May be available with Call Display services.)
39>21	Either you are receiving an internal call from telephone 39 forwarded by telephone 21 or you have an Answer button for telephone 21 and an internal call from 39 is ringing on 21.
21 TRANSFER	You are connected to an internal call. Press TRANSFER to transfer the call.

`21 calling`	You are receiving a call from telephone 21.
`Call 21?` `YES NO`	You have received a Ring Again offer for a call to an internal telephone. Press the flashing internal line button or YES to call the number again. On the M7100 telephone, just lift the receiver. Otherwise, press NO or wait 30 seconds for the Ring Again offer to expire. For an explanation of Ring Again, see "Using Ring Again" on page 52.
`Camped: 21` `CALLBACK`	The person to whom you camped the call did not answer it. The call has come back to you. Press the line button or CALLBACK to reconnect to the call.
`Line001` `TRANSFER`	You are connected to an external call. Press TRANSFER to transfer the call.
`Line001>21`	Either you are receiving an external call forwarded from telephone 21 or you have an answer button for telephone 21 and an external call is ringing on that telephone.
`Line001 transfer`	The call on line 001 is being transferred to you by someone else in your Norstar system.
`Line001 waiting`	A camped call is waiting. Press the line button or use Call Queuing to answer the call. Press [Hold] if you have an M7100 telephone.
`No calls waiting`	You tried to use Call Queuing but no call was ringing at your telephone.
`No line selected`	There is no call ringing at your telephone. If you have a flashing line button but your telephone is not ringing, press the line button to answer the call on that line.
`Not in service`	The telephone to which you directed a call is not in service or is otherwise unavailable. The call is returned to your telephone.
`Parked call` `CALLBACK`	No one answered the call you parked. The call has come back to you.

`Pick up receiver`	You have used the Call Queuing feature without picking up the receiver. Auto Handsfree has not been assigned to your telephone. You must use the receiver or Handsfree/Mute to answer a call.
`Priority>21` `BLOCK`	You are receiving a priority call. If you are on another call, inform the person you are speaking to that the call is about to be put on hold. Press the flashing line indicator of the priority call or wait until the call connects automatically (in eight seconds). The priority call goes through when you hear the next beep. Your active call is placed on Exclusive Hold. It is reconnected automatically when the priority call ends (unless you transfer the priority call, in which case you must press the line button of your original call to reconnect). Use DND (Feature 8 5) or press BLOCK to reject a priority call.
`Release a call`	You have no free line buttons on which to receive a call. Release one of your current calls and try again to answer the incoming call.
`Use line pool?` `YES NO`	You have received a Ring Again offer for a line pool. Press the flashing internal line button or YES to use the line pool. On the M7100 telephone, just lift the receiver. Otherwise, press NO or wait 30 seconds for the Ring Again offer to expire.
`Hold or release`	You cannot program a feature button while you are on a call.
`Release calls`	You have tried to use a feature while you were on a call or had calls on hold. Release the call or calls, before using the feature.
`Line in use`	The line is in use. Make the call using normal methods or wait until the line is free.
`No button free`	You have tried to make, receive or pick up a call when no line button was available. Some features also require you to have a button free. Releasing calls can free up line buttons.

Make calls first	The feature you tried to use requires you to be on an active call at your telephone. This display also appears when information about a call has been cleared by a system reset.
No free lines	All the lines or line pools available to the telephone are in use. This display also appears when you have tried to dial an external number or use a feature that conflicts with the lines, line pools or prime line used by the telephone.This must be corrected by your customer service representative or installer.
No line selected	The telephone has been set up to dial an external number on a prime line but the telephone does not have a prime line. This must be corrected by your customer service representative or installer.
In use: 21	You have tried to program redirection while someone else is programming redirection. Only one person can program line redirection at a time.
Incoming only	The line you are trying to use for redirecting calls is for incoming calls only. Choose an outgoing line.
9_ QUIT BKSP OK	Continue entering digits. Press ◄ ► or BKSP to delete incorrect digits. Press Hold or OK when you are finished.
Invalid number	You have entered an invalid line pool code or an invalid destination code.
Line denied	You have selected a line that is private to another telephone.
Restricted call	The destination you have chosen for line redirection is restricted.

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Thank you. We appreciate your time and consideration.

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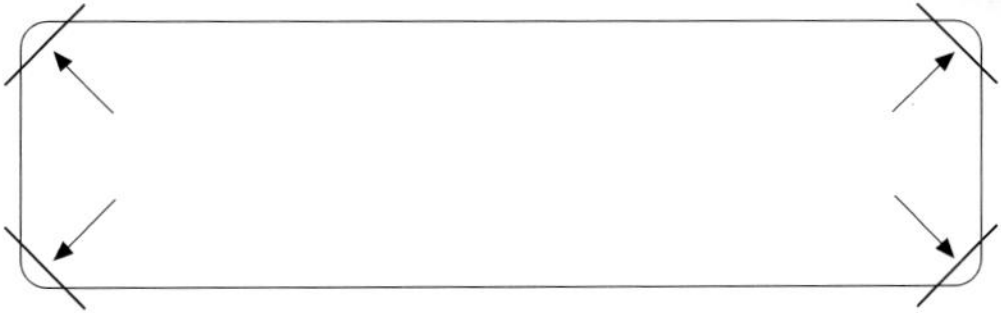

After you have finished programming, store your Norstar Programming Overlay in the slots provided on the back cover.

Après avoir terminé la programmation, rangez la grille Norstar dans les fentes prévues à cet effet à la fin de ce guide.

Cuando haya terminado de programar, inserte en estas ranuras su Plantilla de programación Norstar que se encuentra en la contra tapa.